



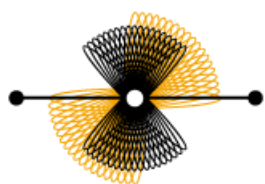
INTERACTIVE

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The Ultimate Buzz
in Unified Communications

Communité Version 2.2 **Administrator** **Guide**



INTERACTIVE INTELLIGENCE

Communauté Administrator Guide

Version 2.2

July 29, 2002

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Introduction

After installing the Communité Server and the associated installation components, you'll need to configure the following items as covered in this guide:

- Communité Server using Interaction Administrator
- Users, Organizations, and Organizational Groups using the Active Directory Users and Computers snap-in
- Prompts and greetings for organizations and users
- Additional servers (if desired) for services such as voice mail compression, MultiSMDI, and prompt and greeting storage

Configuring Communité with Interaction Administrator

Once the Communité Server has started, you can run Interaction Administrator and other applications on the Communité Server.

Each Communité Server is different and this document cannot explain how to configure every permutation of hardware and software combinations. The following steps are intended to serve as general guideline in configuring your Communité Server. Since Communité is based on the IC platform, you will see references to the IC Server. The terms IC Server and Communité Server are used interchangeably throughout the documentation. When the IC Server is mentioned, this is the same as the Communité Server.

Navigation Controls

The following navigation controls are always available in Interaction Administrator:

- Lists support quick-key selection. That means you can select an entry inside any list and then press the letter or number key that begins the entry you want to select. The cursor jumps to the first entry in the list that begins with that character. If there are multiple entries that begin with the same character, you can continue to press the same character key to select the next entry that begins with that character.

- In the list view (right pane), once an entry is highlighted, you can press Enter to open the property sheet for that entry.
- When a property sheet is open to a particular page, and there are multiple entries in that configuration container, you can click on the >> button at the bottom of the property sheet to view that page in the next entry down the list. If the Confirm Auto-save check box is selected, you can make changes to each property page, click the >> (or << to go up) button, and the changes are saved automatically.
- Interaction Administrator automatically remembers which container was selected from one session to the next. In addition, it remembers which property page you were on each time you open a property sheet.

Context sensitive menus are available in the list view (right pane) when you right-click, or when you see the Context menu available on the menu bar. The available menus depend on which container is selected.

How do I know if I have a documented feature?

If a feature is not selectable from email, phone, web browser, or personal digital assistant (PDA), then this feature is not available in your version.

If you have questions about feature availability, contact your vendor regarding the feature set available in your version of this product.

Chapter 1: Configuring Organizations, Organizational Groups, and Users

This chapter contains the following topics:

- Creating a Communauté Organization
- Creating an Organizational Group
- Adding Users to Communauté
- Importing Multiple Users
- Modifying Organizations, Organizational Groups, and Users

Overview of Administrative Tasks in Active Directory

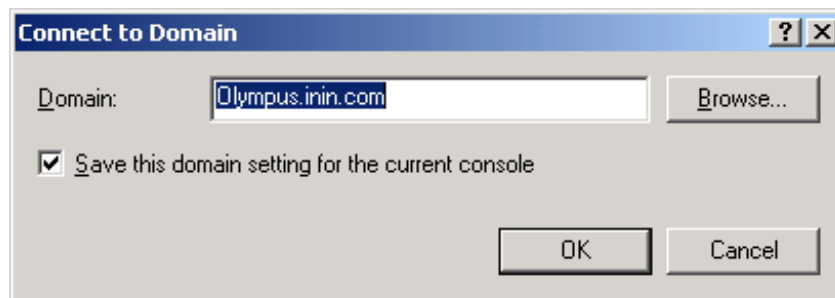
After you complete the Communité Active Directory install program, you will need to configure Organizations, Organizational Groups, and Users. You'll do this by going through several different dialogs in Active Directory Users and Computers.

Follow these steps to get started:

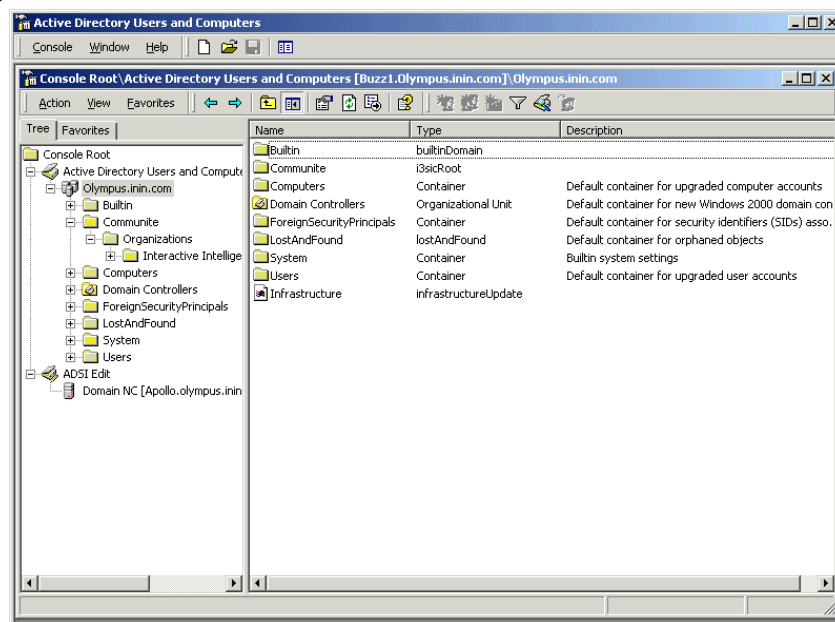
Note:

In order to add Communité organizations, organizational groups, and users, you will need to use an account that is part of the "Communité Admins" group. Otherwise, you will not be able to access the Communité containers.

1. Start the Active Directory Users and Computer snap-in.
If you don't have this snap-in installed in the Management Console, follow these steps
 - Click Start and Run.
 - Type MMC.
 - Choose Console and Add/Remove Snap-in.
 - Click Add.
 - From the Standalone snap-in, choose Active Directory Users and Computers.
 - Click Close and OK.
2. Connect to the domain controller on which the Communité users reside by right-clicking on the domain which appears in the Console and choosing Connect to Domain.
3. Type the name of the domain or click Browse to select it as shown in the figure below.
4. Click the checkbox next to Save this domain setting for the current console and click OK.



You should now see the following new containers, (as shown in the following figure) that have been added by the install program: **Communité** and **Organizations**.



Active Directory Users and Computers is used to administer Communité users.

Note

You should not change the name of the **Communité** or **Organizations** container. This will cause Communité to function incorrectly.

Overview of Communité Containers

Before getting started, let's take a look at the different containers that you'll be working with when configuring Communité Users and Organizations. This section discusses the purpose of each container.

Communité

The Communité container in the Schema has no purpose but to hold the rest of the Communité configuration information. It is created at install time, has no configuration options, and has no snap-in extensions associated with it. In the current version of the schema, the Communité object will always have one and only one Organizations object below it.

Organizations

The Organizations container, like the Communité object, is a non-configurable container designed to hold each individual Organization object. It is created at install time and has no configuration options of its own. Depending on the size of the company in which Communité is being installed, the Organizations object might represent a single company itself (a small company like I3) or it might represent the over-arching parent company. The Organizations object can contain zero or more Organization objects. It cannot hold another Organizations object, Organizational Group objects, or Users.

Organization

The Organization object is a configurable object that represents either a branch of a company (Interactive Intelligence has the AIX office, the Boca Office, and HQ), or the wholly owned subsidiary of a parent company. The install does not create any default Organization objects, so they must be created and configured by the administrator. The Organization object can contain Organizations, Organization Groups, or User objects. Each Organization can be a member of one and only one Organizations object.

Organizational Group

The Organizational Group object is a simple folder used to group users below an Organization object. The Organizational Group object can be thought of as the departments of a particular Organization (sales, marketing, development). You must create each Organizational Group

(none are created by default under a new Organization) and at least one Organizational Group object must be created before any users can be added to the Communauté configuration. The Organizational Group object can contain zero or more User Objects. It cannot contain any Organizations objects, Organization objects or Organizational Group objects. Each Organizational Group can be a member of one and only one Organization.

Users

The User object represents a single subscriber that has been properly configured in the company's computer network and set up in Exchange. Users no longer have to be set up in Exchange. They can be File-Based Mail Connector (FBMC) users or VPIM users. The user has a phone number and personal settings (properties, rights, things of that nature) and can be a member of one and only one Organizational Group. The User object has several sub-folders, Contacts, Groups, Phone Numbers, and Rules.

Creating a Communauté Organization

The first thing you'll do when configuring Communauté is to create one or more Organization objects. This dialog allows you to configure the basic settings for the Organization.

1. From the Active Directory tree, right click the **Organizations** object and select **All Tasks** and **Add Organization** from the menu. This will open the Create Communauté Organization dialog as seen in the following figure:

Note

Creating Communauté Organizations should not be confused with creating Organizational Units in Active Directory. By right-clicking an Organization and choosing New Organizational Units, you could inadvertently create one when you meant to create a Communauté Organization. A rule of thumb is if you don't see the Communauté bee in the dialog box, you may be in the wrong place.

Warning

It is also possible to create a new NT user when right-clicking on an Organization or Organizational Group by choosing New and then User. The user could then be enabled for Communauté. Adding

Communit  users this way is not recommended and will cause Communit  to function incorrectly.

Create Communit  Organization Wizard allows you to configure basic settings.

2. Enter the name for the **Organization** in the **Organization Name** field. This must be a unique name from other Organization names.

Warning

Avoid using special characters such as &, \, /, ., :, *, ?, ", <, >, in the Organization's name. Some of these characters are not allowed within Active Directory and others will cause problems within your configuration.

3. The **Site Name** is an optional field that requires handler customizations. Enter a name that uniquely identifies this site in this field. Specifying a Site Name is a way to partition Organizations so they can share the same phone numbers or extensions.
4. Enter the phone number(s) for the Organization in the **Phone Number(s)** field. This field accepts a 7-digit number or an extension. To specify multiple phone numbers, use a semi-colon to separate each number.
5. Enter the fax number of the Organization in the **Fax Number(s)** field. This field accepts a 7-digit number or an extension. To specify multiple phone numbers, use a semi-colon to separate each number.
6. Enter the internal extension(s) that users will dial to access the Communité voice mail system in the **VM Pilot Number(s)** field.
7. Enter the operator number(s) in the **Operator Number(s)** field. This is the telephone number(s) at which you want calls to be answered when a caller dials 0 to escape out of voice mail or from a Communité menu.
8. Specify whether or not this Organization will allow callers to access the Organization's users via **Dial by Name** from the Organization's main Auto Attendant menu.
9. Configure the following **Dial by Name** options by clicking on the appropriate option:
 - **Characters to match.** Click the up and down arrows, or type a number, to specify the number of characters you want your callers to enter when using Dial by Name.
 - **Announce extension** – Play back extension numbers to callers when using Dial by Name.
Or
 - **Announce sequence** – Do not play back extension numbers but give callers menu options (For example: Press 1 to reach User X, press 2 for User Y.)

10. Click **Next** to continue to the next page.

Create Communité Organization - Step 2 of 2

User Defaults

Default Passcode:

Minimum Passcode Length: Digits

Maximum Voice Mail Length: Seconds

Warning Interval: Seconds

Maximum Greeting Length: Seconds

☐ Enable File-Based Mail [Properties...](#)

Security

Maximum Failed Login Attempts:

Failed Login Reset Interval: Minutes

Lockout Duration: Minutes

☐ Notify User on Failed Login Attempt

☐ Notify Other on Failed Login Attempt

☐ Notify User on Account Lockout

☐ Notify Other on Account Lockout

Other Email Address:

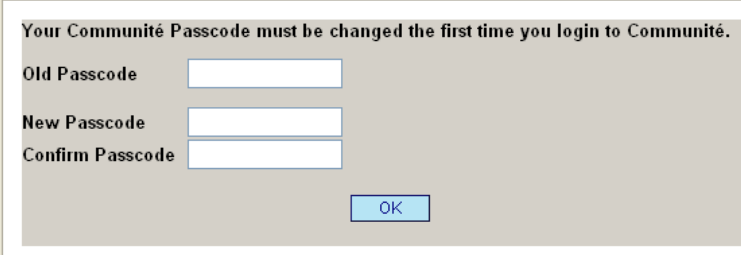
[Finish](#) [Cancel](#) [Help](#)

Page 2 of the Create Communité Organization Wizard allows you to configure user defaults for an organization.

11. Enter the **default passcode** and the **minimum passcode length** that will be assigned to each new user in this organization. The Default Passcode field accepts alphanumeric characters. The user will enter the default passcode the first time he or she accesses the mailbox and will be prompted to change it.

Note

If a user accesses their mailbox for the first time using the Personal Settings page instead of the telephone, they will be prompted to change their passcode from the web page as shown below.



Your Communité Passcode must be changed the first time you login to Communité.

Old Passcode

New Passcode

Confirm Passcode

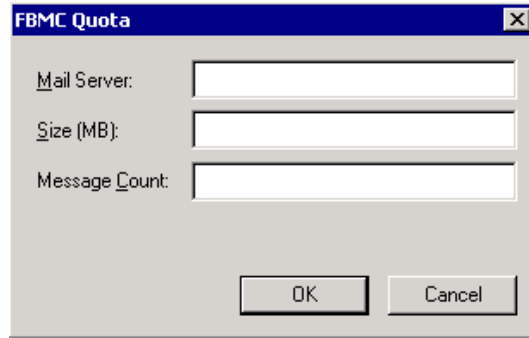
OK

12. Enter the **number of digits** for the **minimum passcode length**. The default is 4 digits.
13. Enter the **maximum voice mail length** (in seconds) for users in this organization. The default is 300 seconds.
14. Enter the time in which you want the warning prompt to play to the caller. Enter this number (in seconds) in the **Warning Interval** field. This will be the amount of time in which a caller has to complete the voice mail before reaching the maximum voice mail length.

Note

If the maximum voice mail length is set to 3 minutes (180 seconds) and the warning interval is set to 30 seconds, the warning prompt will play when the caller has 30 seconds remaining in which to leave a message.

15. Enter the **maximum length** (in seconds) in which users have to record a personal greeting. The default is 60 seconds.
16. Click the **Enable File-Based Mail** option and Click Properties to set the quotas for users without e-mail accounts. This FBMC quota allows you to set limits on the amount of storage space users can have for storing Communité messages.


 A screenshot of a Windows-style dialog box titled "FBMC Quota". It has a blue title bar with a close button (X) on the right. The dialog contains three text input fields: "Mail Server:", "Size (MB):", and "Message Count:". Below these fields are two buttons: "OK" and "Cancel".

The FBMC Quota allows you to set limits on the size of the storage space.

17. In the **Maximum Failed Login Attempts** field, enter the maximum number of times a user can fail a login attempt from the telephone. It is locked when this number is reached. There is no limit if left blank.
18. In the **Failed Login Reset Interval** field, enter the time (in minutes) that must pass before the failed login count is reset to 0 for this account. If left blank, there is no reset.
19. In the **Lockout Duration** field, enter the time (in minutes) in which the account should remain locked. Leave this field blank if you want the account to remain locked until you or another administrator unlocks the user's account from the User Properties dialog or from the context-sensitive menu (right-click on user).
20. Select the appropriate options for notifying users about failed login attempts and account lockouts. Notifications are sent by e-mail.
 - **Notify User on Failed Login Attempt** – An e-mail message will be sent to the user whenever any unsuccessful login to his or her mailbox occurs.
 - **Notify Other on Failed Login Attempt** – An e-mail message will be sent to a specified account whenever an unsuccessful login to this user's mailbox is made.
 - **Notify User on Account Lockout** – Only send an e-mail message to the user when the maximum number of failed login attempts has been reached and the account has been locked.
 - **Notify Other on Account Lockout** – Only send an e-mail message to the specified account when the maximum number of failed login attempts has been reached and the account has been locked.

- Enter the e-mail address for the person to whom you wish to send the notification.
21. Click **OK**. The newly created Organization appears below the Organizations container in Active Directory Users and Computers.

Note

If the Organization does not automatically appear, click the Organizations container and press **F5** to refresh the Communité containers.

Creating an Organizational Group

Once an Organization is created, you will need to create at least one Organizational Group to which users will belong. This must be done before users can be created.

1. From the Active Directory Users and Computers, select the Organization to which the Organizational Group will belong.
2. Right click the **Organization**, select **All Tasks**, and then **Add a New Organizational Group**. This opens the Create Organizational Group dialog as shown below.

Note

Creating Communité Organizations should not be confused with creating Organizational Units in Active Directory. By right-clicking an Organization and choosing New Organizational Units, you could inadvertently create one when you meant to create a Communité Organization.

Create Organizational Group

Organizational Group Name:
 Indianapolis Office

Operator's Number:
 5000

Classifications:

- ☐ International Calls
- ☒ Local Calls
- ☐ Long Distance Calls
- ☐ Toll-Free Calls

Services:

- ☐ Check Calendar
- ☒ Email
- ☐ Fax
- ☐ Follow Me
- ☒ Interaction Rules
- ☐ Outbound Dialing
- ☐ Personal Groups
- ☒ Voicemail

OK Cancel Help

The **Create Organizational Group** Dialog allows you to set the default level of services for a group of users.

3. Type a name for the **Organizational Group** in the **Name** field.

Warning

Avoid using special characters such as &, \, /, ., :, *, ?, ", <, >, in the Organizational Group's name. Some of these characters are not allowed within Active Directory and others will cause problems within your configuration.

4. In the **Operator's Number** field, specify the telephone number at which you want calls to be answered when a caller dials 0 to escape out of voice mail or from a Communité menu.

5. Select the **Classifications** in which you want the users in the Organizational Group to have access. Classifications control the types of outbound calls that the user is allowed to make.

Note

It is possible to create additional Classifications from the Phone Number Configuration container in Interaction Administrator. However, this release of Communité only supports the four Classifications: International Calls, Local Calls, Long Distance Calls, and Toll-Free Calls.

6. Select the **Services** in which you want the users in the Organizational Group to have access. Rights to the following services can be assigned as a default for all users in the Organizational Group:
 - **Check Calendar** – Allow the user to listen to his or her appointments for a particular date over the telephone.
 - **Email** – Allow the user to receive voice mail messages and faxes in his or her e-mail client.
 - **Fax** – Allow the user to receive faxes at a configured number.
 - **Follow Me** – Allow the user to route calls to another number or numbers when their availability status is configured to follow them to different locations.
 - **Interaction Rules** – Allow the user to create and select rules to route his/her calls.
 - **Outbound Dialing** – Allow the user to place a call to the sender of a voicemail.
 - **Personal Groups** – Allow the user to create personalized groups of Communité users for broadcasting voice mail messages or viewing information such as availability status. Also with this service, users can create Personal Contacts, including those with a VPIM address, which can be used when sending messages.

Note

These users must also have access to the Communité Personal Settings page in order to view information about Personal Groups or to create Personal Contacts.

- **Voice mail** – Allow the user to receive and check voicemail messages.

Note

The Classifications and Services that get set for the users belonging to an Organizational Group become the default and cannot be turned off on a user-by-user basis.

7. Click **OK**. The newly created Organizational Group appears below the Organization.

Note

If the Organizational Group does not automatically appear, press **F5** to refresh the Communité containers.

Warnings

It is possible, but not recommended, to use Active Directory Services Interface (ADSI) Edit to add Organizations, Organizational Groups, and Users under the Communité Active Directory tree. You should NOT create these objects using this low-level Active Directory editor. Any modifications to the Communité Active Directory structure using ADSI Edit may cause Communité to function incorrectly.

It is also possible to create a new NT user when right-clicking on an Organization or Organizational Group by choosing New and then User. The user could then be enabled for Communité. Adding Communité users this way is not recommended and will cause Communité to function incorrectly.

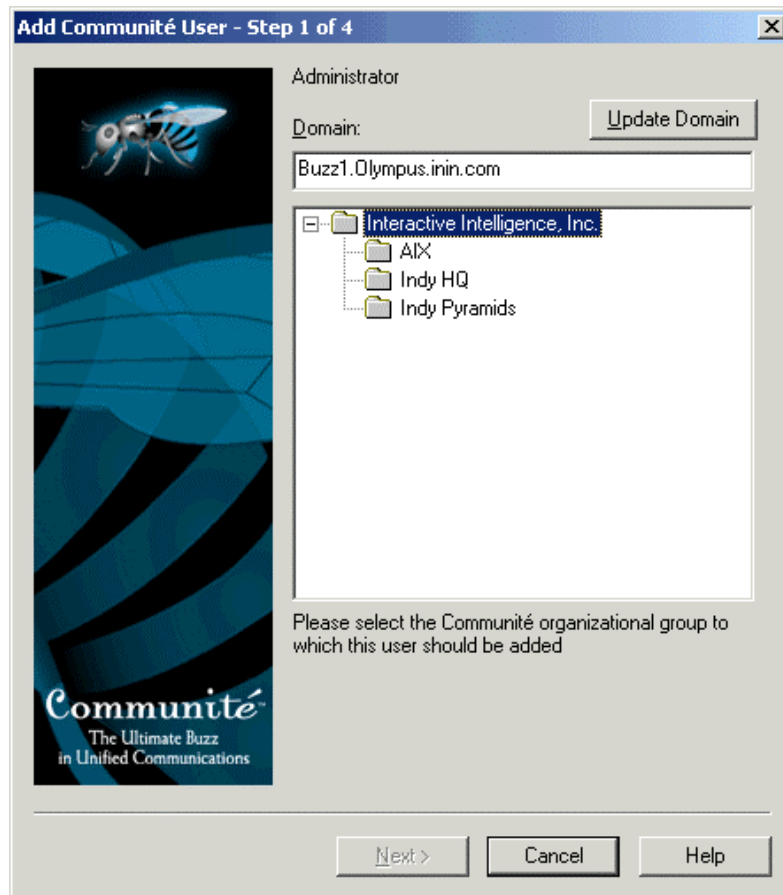
Adding Users to Communité

There are two ways to enable Communité accounts from existing Active Directory users. You can add them one at a time by choosing the individual user from the Users container, or by importing multiple users when you are at the Organizational Group container. Follow these steps to create a single Communité user:

1. From the **Active Directory Users** container, select a user for whom you would like to enable for Communité. Right click and then select **All Tasks** and **Enable Communité UC**. (UC stands for Unified Communications.) The Add Communité User wizard displays as shown in the following figure:

Note

Communité 2.0 required users to have an Exchange account before you could enable them as a Communité user. Since additional mail options are supported, this is no longer required when adding single Communité users. However, if you want to enable users with the multiple user import, they must have an Exchange account already configured.



The Add Communité User wizard, Step 1

2. Select the **Communité Organizational Group** to which this user belongs. If the organizational group resides in a different domain, type the domain name and Click Update Domain. Click **Next** and step 2 of the Wizard appears:

Add Communité User - Step 2 of 4

Thompson, Sara

E-Mail Address:

FBMC:Sara.Thompson:fly\Sara.Thompson

E-Mail Type

☐ Exchange

☒ File-Based

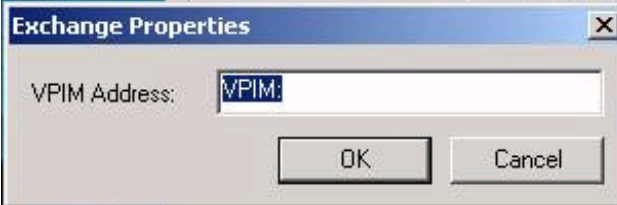
☐ VPIM

Properties...

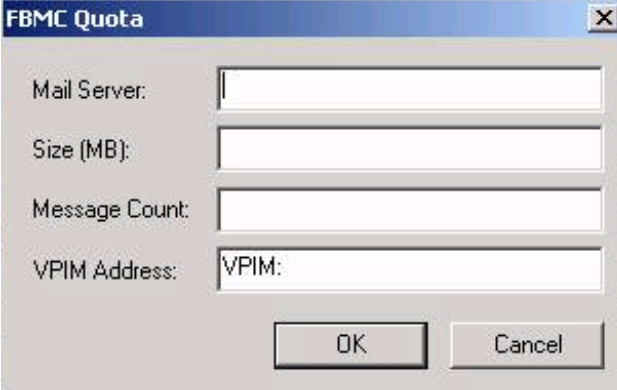
< Back Next > Cancel Help

The Add Communité User wizard, Step 2

4. The user's e-mail address is pulled from the Exchange e-mail attribute (if configured) and displays in the **E-Mail Address** field. Otherwise, type the user's e-mail address in this field.
5. Click the type of e-mail for this user. Some users may have more than one type of system from which they receive messages. Choose from the following options:
 - **Exchange** – Click **Properties** if you also want to define a VPIM Address for this user.

The image shows a Windows-style dialog box titled "Exchange Properties". It has a close button (X) in the top right corner. Inside the dialog, there is a label "VPIM Address:" followed by a text input field containing the text "VPIM:". At the bottom of the dialog, there are two buttons: "OK" and "Cancel".

- **File-Based** – Click **Properties** if you want to set a message quota and define a VPIM address for this user.

The image shows a Windows-style dialog box titled "FBMC Quota". It has a close button (X) in the top right corner. Inside the dialog, there are four labels with corresponding text input fields: "Mail Server:", "Size (MB):", "Message Count:", and "VPIM Address:". The "VPIM Address:" field contains the text "VPIM:". At the bottom of the dialog, there are two buttons: "OK" and "Cancel".

- **VPIM** – Click this option if the user only has a VPIM address and no other mail account.

5. Click **Next** and step 3 of the Wizard appears.

Add Communité User - Step 3 of 4

Administrator

Passcode:

Phone Configuration

Extension:

☐ Screen calls to this number

☒ Enable Dial By Name for this number

MW_I Extension:

Fax Extension:

Fax Forwarding

☐ Enable Fax Forwarding

Fax Number:

Voice Mail

Maximum Voice Mail Length: Seconds

Warning Interval: Seconds

Maximum Greeting Length: Seconds

< Back Next > Cancel Help

The Add Communité User wizard, Step 3

6. The **Passcode** field appears empty, indicating the Organization's default passcode will be used for this user unless you type a different passcode here. This field accepts alphanumeric characters.

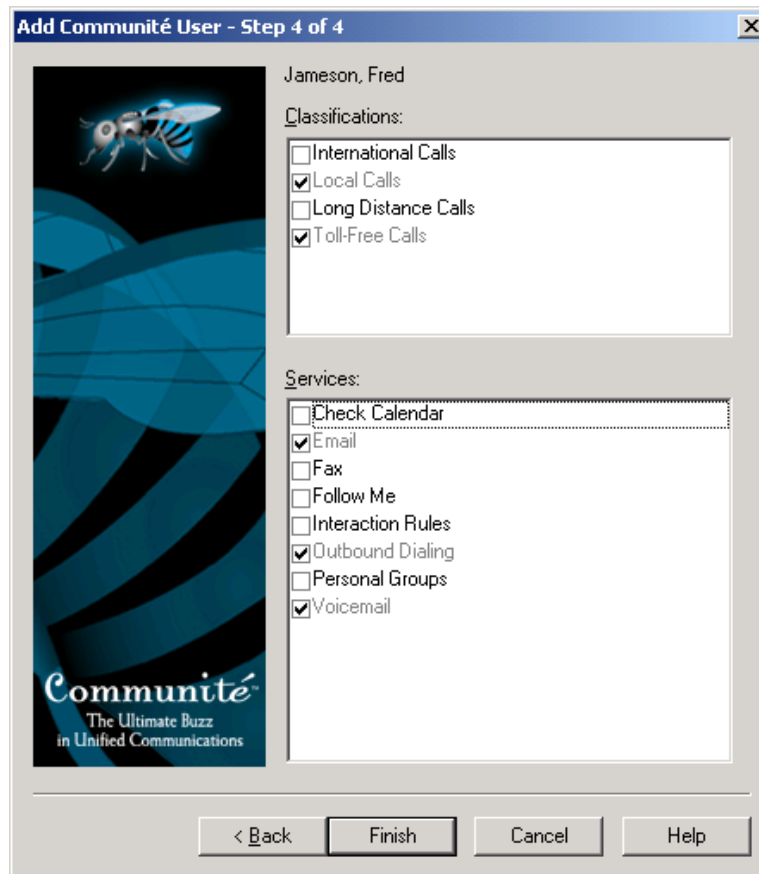
Note

If you type a passcode in this field, and then change your mind by deleting the entry, you will not be able to proceed until you retype either the default passcode or a new one.

7. If the user has a phone number configured in Exchange, that number will appear in the **Extension** field. If not, enter the user's extension in this

field. To specify multiple phone numbers, use a semi-colon to separate each number.

8. Select **Screen calls to this number** if callers trying to contact this number are required to record his or her name before the call to that user is connected. With this option turned on, the user, upon answering a call, will hear a recording that says, "You have a call from <name>. To accept this call, press 1...."
9. Select the option to **Enable Dial by Name** for this number if that feature is allowed for the Organizational Group to which this user belongs.
10. Enter the extension for the user's **Message Waiting Indicator** (MWI). If left blank, the system will use the user's extension.
11. Enter the user's fax number in the **Fax Extension** field. To specify multiple fax numbers, use a semi-colon to separate each number.
12. Select the option to **Enable Fax Forwarding** if you want to allow this user's faxes to be received at an alternative telephone number.
13. Enter the **maximum voice mail length** for this user by typing the number (in seconds) or by using the up and down arrows.
14. Enter the warning interval by typing the number (in seconds) or by using the up and down arrows.
15. Click **Next** and step 4 of the Wizard appears.



The Add Communité User wizard, Step 4

16. The final step in this wizard allows you to select the **Classifications** and **Services** that will be granted to this user. The grayed out options indicate the default Classifications and Services that have been set for the Organizational Group to which the user belongs. These options cannot be turned off.
15. Click **Finish** and the user will be added to the selected Organization and Organizational Group within the Active Directory tree. Several containers, including Contacts, Groups, Phone Numbers, and Rules will appear for that user. These containers will be populated when users configure

Contacts, Personal Groups, Rules Settings and additional phone numbers on the Communauté Personal Settings page.

Note

If the User does not automatically appear, press **F5** to refresh the Communauté containers.

Warning

It is possible, but not recommended, to use Active Directory Services Interface (ADSI) Edit to add Organizations, Organizational Groups, and Users under the Communauté tree. You should NOT create these objects using this low-level Active Directory editor. Any modifications to the Communauté Active Directory structure using ADSI Edit may cause Communauté to function incorrectly.

Import Multiple Users

1. To create multiple users at one time, select the **Organizational Group** to which you would like to add users, and right-click. Select **Add Users** from the **All Tasks** menu to launch the **Multiple User Import Wizard** (as seen in Figure below.)
2. From here, select the users that you wish to configure as Communauté users by typing in the location of the container that holds the users you wish to import. Then click **Users** to list the users for that container.

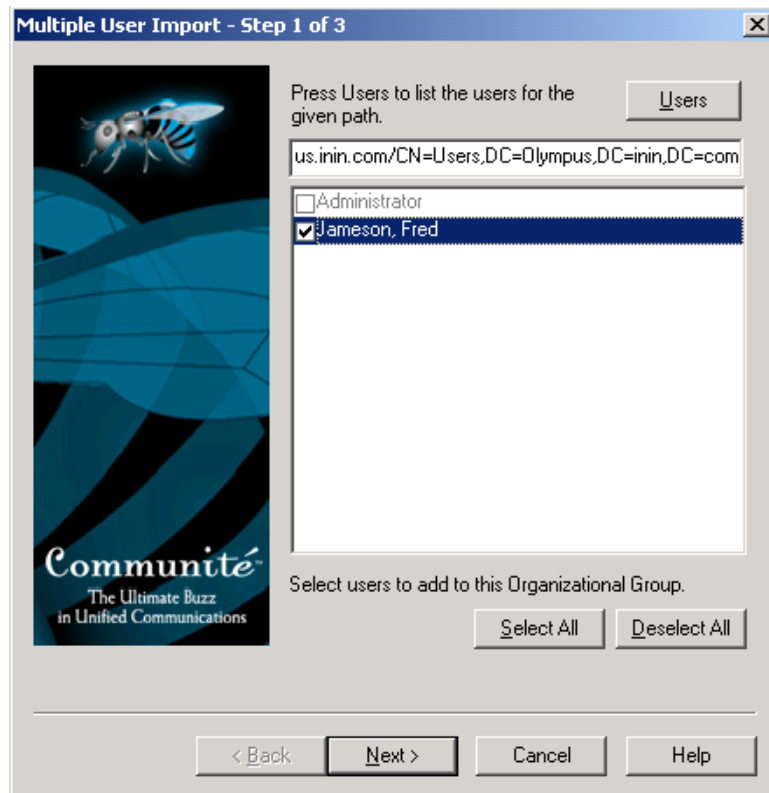
Note

In order for users to show up here, they must have a valid email address and a telephone number defined in the Exchange Properties. Otherwise, these users are grayed out and can't be selected until these two things have been configured.

3. Select the users you want to import into Communauté. Click **Select All** to add all users which are currently displayed.

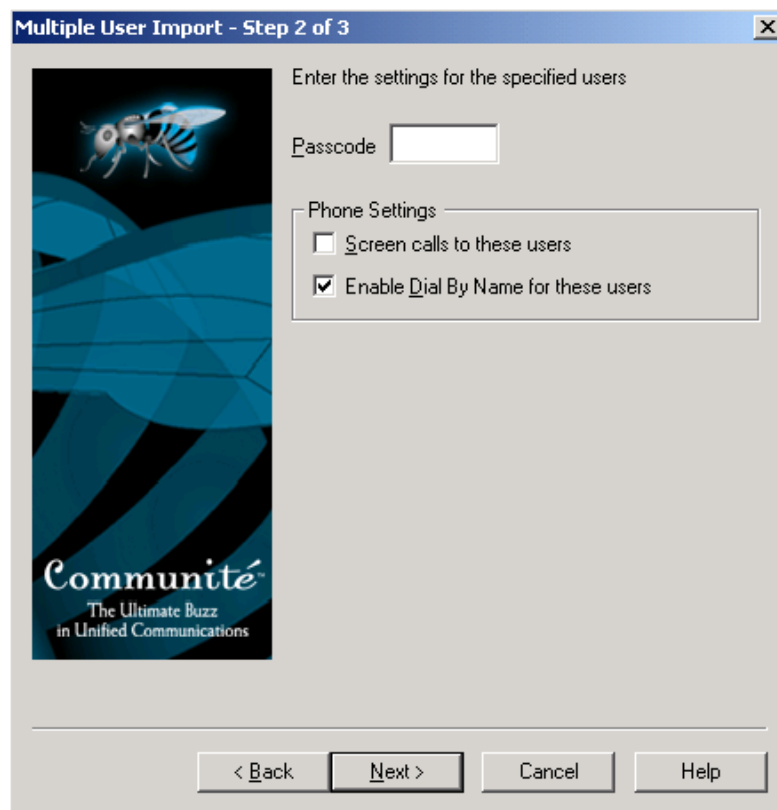
Tip

To select multiple users, hold down the Shift key while selecting individual users.



The Multiple User Import allows you to add groups of users at one time.

4. Click **Next**.



Multiple User Import - Step 2 of 3

Enter the settings for the specified users

Passcode

Phone Settings

☐ Screen calls to these users

☒ Enable Dial By Name for these users

< Back Next > Cancel Help

The Multiple User Import allows you to apply settings for a group of users.

5. The **Passcode** field appears empty, indicating the Organization's default passcode will be used for these users unless you type a different passcode. This field accepts alphanumeric characters.

Note

If you type a passcode and change your mind by clearing the field, you won't be able to advance to the next screen. If you want to use the default passcode for this user, you will need to retype the default passcode or click Cancel and start over again for this user.

6. Select **Screen calls to this number** if callers trying to contact these numbers are required to record his or her name before calls to these users are connected. With this option turned on, the user, upon

answering a call, will hear a recording that says, "You have a call from <name>. To accept this call, press 1...."

7. Select the option to **Enable Dial by Name** for this number if that feature is allowed for the Organizational Group to which this user belongs.
8. Click **Next**.

Multiple User Import - Step 3 of 3

Classifications:

- ☐ International Calls
- ☒ Local Calls
- ☐ Long Distance Calls
- ☒ Toll-Free Calls

Services:

- ☒ Check Calendar
- ☒ Email
- ☒ Fax
- ☒ Follow Me
- ☒ Interaction Rules
- ☒ Outbound Dialing
- ☒ Personal Groups
- ☒ Voicemail

< Back Finish Cancel Help

The Multiple User Import allows you to define Classifications and Services for a group of users.

9. Select the **Classifications** and **Services** that will be granted to these users. The grayed out options indicate the default Classifications and Services that have been set for the Organizational Group to which the users belong. These options cannot be turned off.

These Services are described below:

- **Check Calendar** – Allow the user to listen to his or her appointments for a particular date over the telephone.
- **Email** – Allow the user to receive voice mail messages and faxes in his or her e-mail client.
- **Fax** – Allow the user to receive faxes at a configured number.
- **Follow Me** – Allow the user to route calls to another number or numbers when their availability status is configured to follow them to different locations.
- **Interaction Rules** – Allow the user to create and select rules to route his/her calls.
- **Outbound Dialing** – Allow the user to place a call to the sender of a voicemail.
- **Personal Groups** – Allow the user to create personalized groups of Communit  users for broadcasting voice mail messages or viewing information such as availability status. Also with this service, users can create Personal Contacts, including those with a VPIM address, which can be used when sending messages.

Note

These users must also have access to the Communit  Personal Settings page in order to view information about Personal Groups or to create Personal Contacts.

- **Voice mail** – Allow the user to receive and check voicemail messages.

Note

The Classifications and Services that get set for the users belonging to an Organizational Group become the default and cannot be turned off on a user-by-user basis.

10. Click **Finish**. The new Communit  users appear.

Note

If the Users do not automatically appear, press **F5** to refresh the Communit  containers.

Modifying an Existing Communité Organization

After an Organization has been created, you can modify its settings at any time by following these steps:

1. From the Active Directory tree, select the **Organization** you want to modify.
2. Right click and select **Properties** from the menu. This opens the **Communité Settings** page for the Organization object as seen in the following figure:

Acme, Inc. Properties [?] [X]

General | **Communité Settings** | Communité Defaults

Acme, Inc.

Site Name:

Phone Numbers

Phone Number(s):

Fax Number(s):

VM Pilot Number(s):

Operator Number(s):

Dial By Name

☒ Enable Dial By Name Characters to match

☒ Announce extension

☐ Announce sequence

OK Cancel Apply Help

Communité Settings page allows you to modify the settings for an Organization.

3. Click the Communité Settings tab to change things like a phone number for this organization.

Interactive Intelligence, Inc. Properties

General | **Communité Settings** | Communité Defaults

Interactive Intelligence, Inc.

User Defaults

Default Passcode:

Minimum Passcode Length: Digits

Maximum Voice Mail Length: Seconds

Warning Interval: Seconds

Maximum Greeting Length: Seconds

☐ Enable File-Based Mail

Security

Maximum Failed Login Attempts:

Failed Login Reset Interval: Minutes

Lockout Duration: Minutes

☐ Notify User on Failed Login Attempt

☒ Notify Other on Failed Login Attempt

☒ Notify User on Account Lockout

☒ Notify Other on Account Lockout

Other Email Address:

Communité Settings page allows you to modify the settings for an Organization.

4. Click the Communité Defaults tab to change any of the defaults for this organization.
5. Click **Apply** and **OK**.

Note

The **User's Default Passcode** field appears blank which means the default passcode is being used. You can change the default passcode for users in the Organization by typing a new password here. If you type a password in this field, and then change your mind by deleting the entry, you will not be able to proceed until you retype either the default passcode or a new one.

Modifying an Organizational Group

After creating an Organizational Group, you can modify its settings by following these steps:

1. Select the **Organizational Group** and right click to display the menu.
2. Click the **Communauté Settings** tab as displayed in the following figure.

Indy HQ Properties

General | Object | Security | **Community Settings**

Interactive Intelligence, Inc.

Operator's Number:

Classifications:

- ☐ International Calls
- ☒ Local Calls
- ☐ Long Distance Calls
- ☒ Toll-Free Calls

Services:

- ☐ Check Calendar
- ☒ Email
- ☐ Fax
- ☐ Follow Me
- ☐ Interaction Rules
- ☒ Outbound Dialing
- ☐ Personal Groups
- ☒ Voicemail

OK Cancel Apply Help

Community Settings page displays for Organizational Group.

3. You can add or change the **Operator's Number** or the **Classifications** and **Services** for the users who belong to that Organizational Group. You cannot remove a Classification or Service that has been set as the default for that Group, however.
4. Click **OK**. The changes, which will be recognized immediately, will affect all users in that Organizational Group.

Modifying an Existing Communité User

Once a user has been added Communité, you may modify the settings from one of two locations. You may select the user from the **Users** folder in Active Directory (toward the bottom of the Active Directory tree structure) or from the User container that belongs to an Organizational Group in the Communité tree structure.

As a shortcut, you can complete the following functions from the User menu by right-clicking a user, choosing All Tasks, and choosing one of the following options:

- **Remove From Communité UC** – Make certain about the decision, then remove the user from Communité. The user can be added back at any time via the Enable User process described above.
- **Change Communité Passcode** - Pops open a dialog that allows the administrator to quickly reset the user's passcode to the Organization's default passcode or to any other value that he/she chooses.
- **Lock/Unlock Account** – Unlocks a user's account after becoming locked after too many failed login attempts.
- **Set Communité User Status** - Displays a menu of the Communité statuses with a check mark next to the user's current status. Selecting any of the other statuses will set the user's status to the selected status.

1. To modify a Communiqué user, select to modify. Right click, choose **All Tasks**, and then **Properties**. Click the Communiqué Settings tab to change any of the following fields:

Thompson, Sara Properties

General Communiqué Settings Communiqué Security

Thompson, Sara

Passcode:

Phone Configuration

Extension:

☐ Screen calls to this number

☒ Enable Dial By Name for this number

MWI Extension:

Fax Extension:

Fax Forwarding

☐ Enable Fax Forwarding

Forwarding Number:

Voice Mail

Maximum Voice Mail Length: Seconds

Warning Interval: Seconds

Maximum Greeting Length: Seconds

Email Properties...

OK Cancel Apply Help

The User Properties page includes a Communiqué Settings tab.

2. Click Email Properties to define a VPIM address for this user if applicable. The following dialog box appears.



The Email Properties allows you to specify a VPIM address.

3. Click the **Communiqué Security** tab to make changes to **Classifications** and **Services**. The options in gray have been defined as defaults for the Organizational Group and cannot be changed for a particular user.

The image shows a Windows-style dialog box titled "User One Properties". It has a tabbed interface with the following tabs: Member Of, Dial-in, Environment, Sessions, Remote control, General, Address, Account, Profile, Telephones, Organization, Terminal Services Profile, Communité Settings, and Communité Security. The "Communité Security" tab is currently selected. The main content area is divided into three sections: "User One" (which contains a "Classifications:" section with four checkboxes: International Calls (unchecked), Local Calls (checked), Long Distance Calls (unchecked), and Toll-Free Calls (checked)), "Services:" (with eight checkboxes: Check Calendar, Email, Fax, Follow Me, Interaction Rules, Outbound Dialing, Personal Groups, and Voicemail, all of which are checked), and "User Security" (with a checked checkbox for "Account is Locked", and two text input fields for "Last Login Attempt:" and "Login Attempts:" with the value "0"). At the bottom of the dialog are four buttons: OK, Cancel, Apply, and Help.

Member Of	Dial-in	Environment	Sessions	Remote control
General	Address	Account	Profile	Telephones
Organization	Terminal Services Profile	Communité Settings	Communité Security	

User One

Classifications:

- ☐ International Calls
- ☒ Local Calls
- ☐ Long Distance Calls
- ☒ Toll-Free Calls

Services:

- ☒ Check Calendar
- ☒ Email
- ☒ Fax
- ☒ Follow Me
- ☒ Interaction Rules
- ☒ Outbound Dialing
- ☒ Personal Groups
- ☒ Voicemail

User Security

- ☒ Account is Locked

Last Login Attempt:

Login Attempts:

OK Cancel Apply Help

The User Properties page includes a Communité Security tab

Note

A check will appear next to Account is Locked if the user has exceeded the limit for unsuccessful attempts at logging in to his or her mailbox over the telephone. The date and time of the last unsuccessful login attempt displays in the Last Login Attempt field. The number of failed login attempts allowed appears in the Login Attempts field.

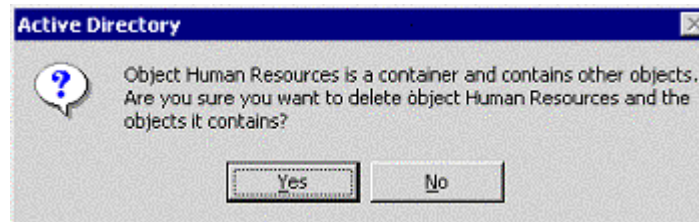
Deleting an Existing Communité Organization

To remove an Organization from the hierarchy, complete the following steps:

1. From the Active Directory tree, select the **Organization** you want to delete.
2. Right click the **Organization**, select **All Tasks**, and then **Remove from Communité UC**.

Warning

You will receive the following warning message when removing Organizations:



3. Click **Yes** to delete the Organization.

Removing a Communité User

1. To remove a Communité user, right click the user you want to remove from Communité, choose **All Tasks**, and then **Remove from Communité**. Make sure you are certain about the decision, then remove the user from Communité. The user can be added back at any time via the **Enable User** process.

Chapter 2: Recording and Storing Prompts and Greetings

This chapter contains the following topics:

- Name Prompts and Voice Mail Greetings
- Sample Resources Directory
- Recording User Names and Voice Mail Greetings
- Communiqué Call Scenario
- Organization Greetings
- Recording System Prompts

Name Prompts and Voice Mail Greetings

You will need to complete several things related to prompts and greetings during the post-installation configuration. This includes configuring server parameters, recording organization greetings, customizing any prompts if necessary, and instructing users to record their personal prompts. Recording user and organization prompts is part of customizing Communit  for your environment; it isn't required in order for Communit  to work.

The following server parameters are used for the storage of prompts and greetings.

Resource Path

This parameter specifies the directory on the Communit  Server used to store resources such as IVR prompts, fax cover pages, etc. When you run the Communit  Server install program, a Resources directory is created in the directory in which you installed the server.

Example: D:\I3\IC\Resources

Name and Greeting Prompts

Use this server parameter to specify a central location for storing users' recorded name prompts, personal greetings, and organization greetings. Having a central storage place for these audio files is recommended when you have more than one Communit  server installed. This allows all servers in the cluster to share a single resource for storing user and organization audio files.

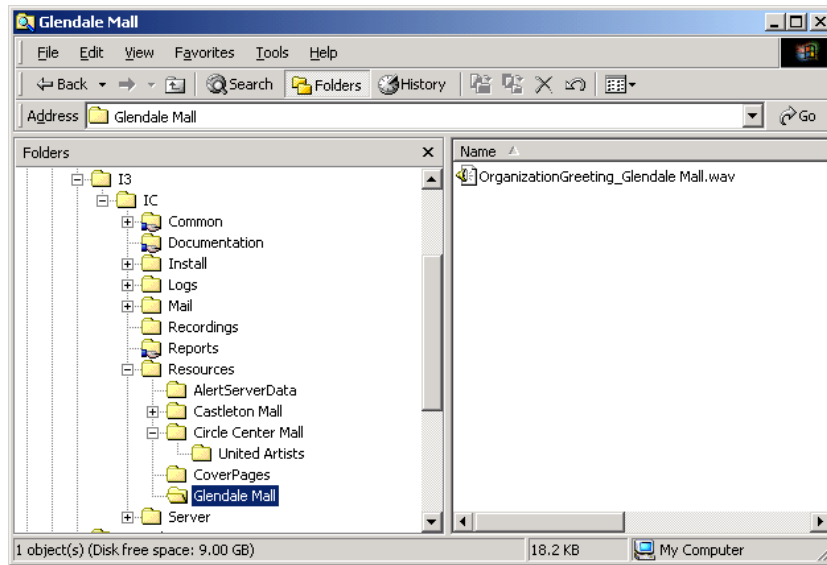
The value of the Name and Greeting Prompts server parameter should be in the form of a UNC path or IP address which points to the central storage location.

If this parameter is not set, all organization greetings, user name prompts and user greetings are saved under the Resource Path server parameter. If the parameter is set after users have recorded prompts, they have to be moved manually to the new location or text-to-speech will be played to callers until the prompts and recordings are moved.

Example: [\\Communit \Acme\](#)

Sample Resources Directory

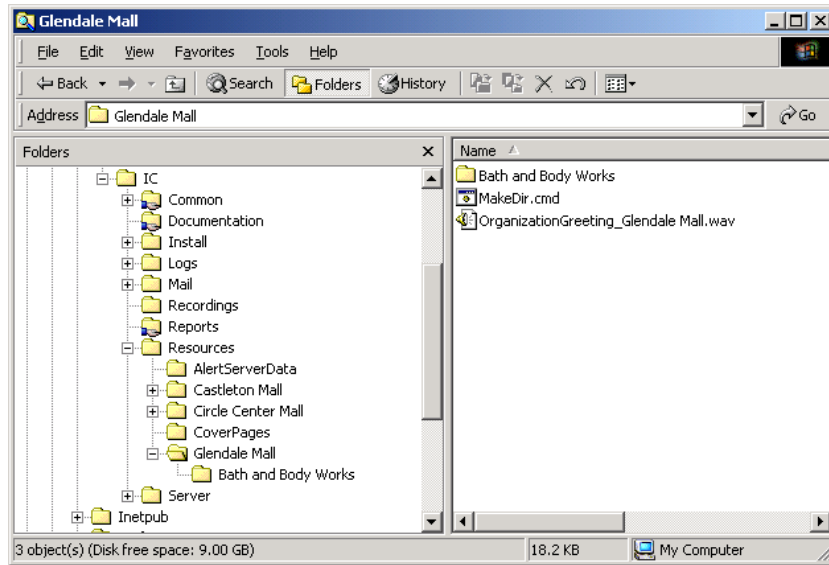
Each organization and organizational group within Communité has its own directory within the \Resources directory that gets created automatically when calls come in for organizations and users within organizations. The following figure shows this directory structure:



Organization greetings, user name prompts and user greetings are stored in subdirectories of the Resources folder.

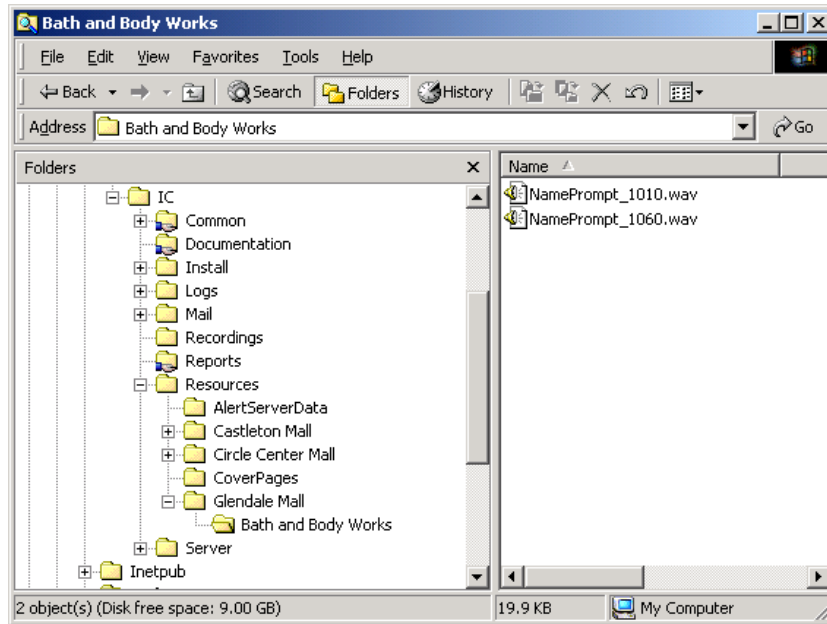
In this example, the Resources directory includes subdirectories for three organizations: Castleton Mall, Circle Center Mall, and Glendale Mall. Each subdirectory gets created the first time a call comes in for that organization or for a user belonging to that organization.

When callers dial an organization, (i.e., Glendale Mall) a subdirectory for that organization gets created in the Resources directory as well as a greeting file (i.e., OrganizationGreeting_Glendale Mall.wav) as shown in the following figure. The Text To Speech (TTS) engine plays back the name of the organization when callers dial that organization's phone number.



Organization greetings are stored as .wav files in the Resources directory and are read back to the caller using the Text To Speech (TTS) engine.

When callers dial a user for the first time, Communité locates the organizational group in which they belong (i.e., Bath and Body Works) and creates that subdirectory if it does not already exist. The user's name prompt is created and stored in that folder using their extension number as part of the filename as shown in the following figure:



Name prompts and user greetings are stored in the user's organizational group subdirectory and are organized by extension number.

In the above example, two users (extension 1010 and 1060) are stored in the organizational group subdirectory called Bath and Body Works.

Warning

When naming organizations and organizational groups, you should avoid using special characters such as &, \, /, ., :, *, ?, ", <, >, in the organizational group's name. Some of these characters are not allowed within Active Directory and others will cause problems within your configuration.

Recording User Names and Voice Mail Greetings

Before a user records his or her name prompt, the Communité Text To Speech (TTS) engine plays back the person's name to the caller. Once a user records his or her name prompt, the previous name prompt gets replaced in the user's organizational group subdirectory.

Example: NamePrompt_200.wav

When a user records his or her voice mail greeting, it gets stored in the same directory as the name prompt.

Example: PersonalGreeting_200.wav

Communauté Call Scenario

The Communauté server answers a call for John Smith. If John does not have a rule set up for handling the incoming call, the caller will hear his voice mail greeting if he's recorded and activated one. If the greeting has not been recorded, or is inactive, the caller will hear a default user menu (based on current user status and service levels) that says the following:

"John Smith is (unavailable, or whatever status is set to.) If you'd like to leave a voice mail, press 1. To send a fax, press 6 or Start at any time. For an operator, press 0."

The name prompt will either play back using the TTS engine or in the mailbox owner's voice.

When recording greetings, users should include the options available to the caller, such as to press 6 to send a fax, etc.

Organization Greetings

Greetings for organizations and organizational groups get stored in subdirectories under the Resources directory of the Communauté server. The caller is presented with menu options based on default service levels that include the following:

- 1 to dial an extension.
- 2 to dial by name.
- 6 to leave a fax
- 0 for an operator.

An organization or organizational group can choose to record its own custom greeting which will replace the one which gets played back using the TTS engine. To do this, simply record a .wav file and store it in the same directory as the original one, keeping the same filename. The next time a call comes in for that organization or organizational group, the new greeting will play.

Recording System Prompts Using Prompt Studio

Communité comes up with hundreds of system prompts that can be rerecorded using Prompt Studio. For a complete list of prompts, see the White Paper, *Communité Prompt List 2.2*.

For information on using Prompt Studio, see the online help for Prompt Studio.

Chapter 3: Server Parameters

This chapter contains the following topics:

- Packaged Server Parameters
- Optional Server Parameters
- Packaged Communité Server Parameters
- Optional Communité Server Parameters
- E-mail Server Parameters
- ISDN Display Server Parameters
- Text to Speech Server Parameters
- Voice Mail Server Parameters
- Aculab Server Parameters
- SIP Server Parameters

Server Parameters

This section discusses the Server Parameters container.

Packaged Server Parameters

IC, including Communiqué, includes several pre-configured server parameters that are used in the default handlers and by various modules on the Communiqué Server. In addition, there are several optional server parameters that modify the default behavior of the e-mail tools and the Communiqué and Exchange interface.

Note

Communiqué does not use all of the packaged server parameters for IC. Some of the server parameters listed do not apply to Communiqué.

Using Parameters

If you use multiple references to the content of a particular directory whose location may change, or if you use multiple references to some other value that may change, you should probably define a server or system parameter. Using a parameter in such cases allows you to change the value in one location (where the parameter is defined) instead of looking for and changing all locations of the value.

For example, suppose a few handlers and a configuration attribute need to reference the directory containing report files. Create a server parameter named `ReportsPath` whose value is, for example, `D:\EIC\Reports\`. Then, wherever you need to refer to the contents of that directory, specify the name `${ReportsPath}` instead of the physical directory name. Such references work in Interaction Administrator fields.

Note

Parameters containing directory paths (for example, `ServerReportLogOutputPath`) are not updated, nor are they recognized immediately when you change a path. To update these values, you must restart Communiqué.

The pre-configured server parameters include:

Packaged Server Parameters	Description	Module
Advice of Charge	When set to a value of 1, tells TsServer to parse for the ISDN Advice of Charge information. Set it to 0 (the default value) to turn off ISDN Advice of Charge parsing. This parameter is valid only for Germany, Switzerland, and Belgium.	Telephony Services
Answering Machine Analysis Type	This parameter allows the Extended Place Call and Station Place Call tools to evaluate whether the voice on a line is real or an answering machine. It allows you to choose the type of answering machine detection used by these tools. Acceptable values (which are not case-sensitive) include: Accurate - (default value) The most accurate type of analysis, although 2 to 5 tenths of a second slower than Full. Use when accuracy is more important than speed, such as with the Interaction Dialer application. Full - Detects answering machines most of the time. Faster than Accurate, so it's useful for normal outbound calls. Quick - Performs the quickest evaluation, but is more error prone than the other methods. Not recommended.	Telephony Services
Auto Disconnect Last Party	This parameter tells TsServer to automatically disconnect the last party in a conference, when Auto Disconnect Last Party is set to a value of 1 (the default value). Set this parameter to zero so that the server does not automatically disconnect the last party in a conference.	Telephony Services

Packaged Server Parameters	Description	Module
Board Event Window Limit	<p>IC provides the means to disable board events if a digital board starts generating abnormal numbers of events and degrades IC performance. Such events can generate in-sync/out-of-sync errors from a bad board or bad digital line. This safety mechanism prevents bad equipment (such as T-1, ISDN, and other digital lines) from causing excessive errors and dragging down IC. The event and shutdown threshold is configurable with three server parameters.</p> <p>The Board Event Window Limit is the maximum number of digital board events to detect within the "Board Event Window Time" window before disabling digital events on the excessive board. If a digital board exceeds this limit, IC disables events from that board for the specified "Event Recovery Time". Default value is 20 (events) with a minimum event limit of 5. The board is still registered as "Active", but events are disabled for the specified time.</p>	Telephony Services
Board Event Window Time	<p>Board Event Window Time is the number of consecutive milliseconds used to detect the maximum number of digital board events (set in "Board Event Window Limit"). Default value is 60000 ms (60 seconds), with a minimum window of 10000 ms (10 seconds). By default, if 20 events occur within 60 seconds, IC disables the board that generated the events.</p>	Telephony Services

Packaged Server Parameters	Description	Module
Collective Support	When this server parameter has a value of 1, it tells IC that IC Multi-Site is installed. When it has a value of 0, IC Multi-Site is not installed.	Interaction Multi-Site
Conference Selection	Specifies the type of voice boards in the IC Server to use for conference calls. Possible voice board types include the Aculab Prosody PCI (ACU), Dialogic Conference Board (DCB), and Modular Station Interface (MSI) board. The default value is "ACU; DCB; MSI", which means IC looks first for an Aculab board when a conference is initiated, then a DCB board, and finally an MSI board. You can change the search order the boards are selected by changing the order of the board acronyms in the parameter.	Telephony Services
DTMF Clamping	When set to Enable, the Digital Signal Processor (DSP) will detect DTMF digits and cancel them immediately. In a conference, DTMF clamping ensures that digits entered by one party on a conference will not be heard by the other parties.	Telephony Services
Event Recovery Time	The number of milliseconds IC waits before automatically re-activating a digital board or an MSI station board disabled by IC due to excessive event generation. Default value is 900,000 ms (15 minutes). Both Board Event limits (for digital boards) and Station Event limits (for station devices) use the same instance of the Event Recovery Time parameter value. You can manually reactivate a digital board by	Telephony Services

Packaged Server Parameters	Description	Module
	<p>opening the configuration property sheet for a line on the board, make sure the Active option is checked, click Apply, and then click OK. You can also manually reactivate the board by activating the line Interface, if one is defined with this board.</p> <p>You can manually reactivate a station by opening the configuration property sheet for that station, make sure the Active option is checked, click Apply, and then click OK.</p>	
Extension Dialing Analysis Type	<p>For use when extension dialing is being used. Possible values are Answering Machine and Voice. The default value is Voice.</p> <p>When IC places a call with extension dialing, and the number dialed includes a /xxx where xxx is an IVR entry or extension number, it attempts to detect if the dialed number was answered by a human voice or an answering machine, like an IVR script.</p> <p>With "Extension Dialing Analysis Type" set to Voice, IC waits for the dialed number to answer and then automatically sends the DTMF tones for the extension. This has the advantage that you can always be certain that the DTMF will be sent. The disadvantage is that when a human answers the call, the DTMF will play in that person's ear.</p> <p>With "Extension Dialing Analysis Type" set to Answering Machine, IC attempts to recognize an IVR or automated voice before sending the DTMF tones. If it does not detect an automated voice, it assumes a human voice answered and does not send the DTMF extension digits. This kind of detection is less reliable than voice detection.</p>	Telephony Services

Packaged Server Parameters	Description	Module
Handler Path	Specifies the active handler storage directory on the IC Server.	System
Held Call Timeout	Specifies the number of seconds a call can remain on hold before TsServer signals an event. The minimum setting is 2 seconds and the default setting is 900 seconds (15 min). By default IC uses this event to automatically disconnect the held call after 15 minutes.	Telephony Services
I3Tables Path	Specifies the path for the location of table data used by IC handlers. You cannot save table data without this parameter. The default location on the IC Server is: \\I3\\ic\\Common\\I3Tables	Table Editor
IconPath	This value is set and used during IC Server installation to determine where in the Start Menu to create the shortcuts to IC help files and applications. Do not change this value.	Installation
Interaction Recorder	The presence of a value in this server parameter indicates that the Interaction Recorder application is installed on the IC Server. This value should not be changed unless instructed to do so by support.	Interaction Recorder

Packaged Server Parameters	Description	Module
Internal Call Classifications	<p>The default name of the phone number classification for calls within the IC system (for example, station-to-station calls) is Intercom. That classification could also be named Internal and work identically. IC handlers look for the name(s) in this server parameter to determine the name of the classification to use for dialing internal calls. If you change (for example, translate) the name of the Intercom classification, you must add that name to this server parameter.</p> <p>This parameter is a comma-delimited list of Classifications that are designated for internal calls. The default value of this parameter is Intercom, Internal and is setup during the server install. Customers can add any classification, which has been previously setup in the Phone Number > Classifications configuration, to this list. (Our default dial plan is configured with Intercom as the internal call classification.) Any Classification that appears in this list will be treated as an internal call by the handlers that process manual dialing.</p>	Telephony Services
License File	The path to, and file name of, the Communité Server license file. You specified this during installation, and you should not change this value unless instructed to do so by a support representative.	Licensing

Packaged Server Parameters	Description	Module
License Host Id	This value is stored in case the network card that the Communité Server is keyed to is removed. This would only be changed if you replace the network card on your IC server. Users would then need to contact support to get a new license file. You should not change this value unless instructed to do so by a support representative.	Licensing
LineQueueReportingInterval	The length (in seconds) of the report log interval period for the line and line group data in the report logs.	Reporting
Mail Fax Message Prefix	Subject prefix to be used for all faxes. Specifies the string with which to prefix the subject line on e-mails sent to notify users about new fax mail. If empty or not present, defaults to "Communité Fax:"	Mail
Mail Voice Message Prefix	Subject prefix to be used for all voice mails. Specifies the string with which to prefix the subject line on e-mails sent to notify users about new voice mail. If empty or not present, defaults to "Communité Voice Mail:"	Mail
Minimum Loop Current Off	Specifies the number of milliseconds loop current must be off on an analog line before IC treats it as a Remote Disconnect. The default value is 300 ms, with the minimum value 1 ms and the maximum value 1000 ms.	Telephony Services

Packaged Server Parameters	Description	Module
QueuePeriodStatisticsGenerateDnisData	Activates DNIS reporting data in the Queue Period Statistics data. When activated the Report group for calls will be DNIS-{Dnis} and all calls will be put into a statistics group called DNIS. This data can be reported on using the shipping DNIS reports.	Reporting
QueuePeriodStatisticsInterval	Number of seconds to collect data in each reporting interval. All data is generated in this increment of time. A value between zero and 300 seconds causes a warning message indicating that the minimum value of 300 is being used for the parameter. The use of Queue Period Statistics depends on the presence of this parameter, which is not installed by default. Note: changing the value of this parameter may require handler modifications.	Reporting
QueuePeriodStatisticsServiceThresholds	List of queue service level thresholds consisting of increasing sequence of seconds separated by commas. For example, 10,20,30,40,50,60 indicates size of the service level thresholds at 10, 20, 30, 40, 50, and 60 seconds.	Reporting
Recording Path	Specifies the directory on the IC Server used to store (uncompressed) recorded conversations via any manually recorded call. The path is specified during the IC Server installation. Interaction Recorder uses its own settings to specify where recordings are stored.	System

Packaged Server Parameters	Description	Module
Recording Truncation Time	If PBXpert was used to specify a different remote disconnect tone (other than the standard loop current off), that disconnect tone may get recorded at the end of every voicemail message left via IC. Use this server parameter to determine how many milliseconds to truncate off the end of a voicemail recording, depending on the disconnect tone specified in PBXpert.	System
ReportComponentsInstalled	Used by various IC systems to determine which type of reporting is installed. Do not change this value.	Reporting
ReportsFilePath	Specifies the path to the report templates used to generate reports from Interaction Client.	Reporting
Resource Path	Specifies the directory on the IC Server used to store IC resources such as IVR prompts, fax cover pages, etc. The path is specified during the IC Server installation.	System

Packaged Server Parameters	Description	Module
Rx Document Path	<p>Response management document path on the server. Defaults to C:\I3\IC\I3RxDocs where C: is the install drive.</p> <p>Paths to create on the server:</p> <p><code>\${Rx Document Path}</code> <code>\${Rx Document Path}\users</code></p> <p>For example, if Rx Document Path = C:\i3\IC\server\i3rxdoc, the following directories must be created:</p> <p>C:\i3\IC\server\i3rxdoc C:\i3\IC\server\i3rxdoc\users</p>	Response Mgmt.
Server Path	Specifies the home directory of the IC system software. The path is specified during the IC Server installation.	System
ServerReportLogDataDestination	This parameter replaces the ServerReportLogMSMQPath parameter. It now includes support for CSV, RTM, and other transport types.	Reporting
SMDI Port	This should be the same name you use in the SMDI Port field of the SMDI containers in Interaction Administrator. This needs to be set anytime you are configured to receive SMDI data.	SMDI
SMDI Server	This value only needs to be set if the server is involved in a Multi-SMDI solution. Set this parameter to the name of the server on which the Port Server resides. This is the NETBIOS name of the computer in which the physical RS-232 cable is plugged. (defaults to localhost).	SMDI

Packaged Server Parameters	Description	Module
SNMPTrapEnterp rise	This parameter tells the I3 SNMP Trap Monitor what SNMP traps it needs to monitor. The values are Default (covers Dialogic and Microsoft), All, I3, ININ, Dialogic, Microsoft, and None. The Trap Monitor can then forward these traps to Handlers.	Remote Monitoring and Control
Station Event Window Limit	<p>IC provides the means to disable station events if a station device connected to an MSI station board starts generating abnormal numbers of events and degrades IC performance. Station device events include on-hook, off-hook, and flash events from stations such as workstations, stand-alone phones, stand-alone fax machines, etc. This safety mechanism prevents bad equipment (for example, channel banks) from causing excessive errors and dragging down IC. The event and shutdown threshold is configurable in three server parameters.</p> <p>Station Event Window Limit is the maximum number of station events to detect within the "Station Event Window Time" window before disabling station events from the excessive station device. If a station device exceeds this limit, IC disables events from that device for the specified "Event Recovery Time". Default value is 20 (events) with a minimum event limit of 10. The station is still considered active, but events are disabled for the specified time.</p>	Telephony Services

Packaged Server Parameters	Description	Module
Station Event Window Time	Station Event Window Time is the number of consecutive milliseconds used to detect the maximum number of station events (set in "Station Event Window Limit"). Default value is 60000 ms (60 seconds), with a minimum window of 10000 ms (10 seconds). By default, if 20 events occur within 60 seconds, IC disables the station device that generated the events.	Telephony Services
SupressAdsiCall DetailLogging	<p>ADSI calls are not normally seen on the queues, and cannot be logged. This suppresses them if they should some how end up on the queues.</p> <p>After you install this optional parameter, you may use it to control whether to log ADSI calls.</p> <p>Set the parameter to T, TRUE, Y, YES, or 1 to suppress logging ADSI calls.</p> <p>Set the parameter to F, FALSE, N, No, or 0 (Zero) to log ADSI calls.</p> <p>The default setting for this feature is Yes. You should not change this value.</p>	Reporting
Temp Path	Specifies the temporary file storage location on the IC Server.	System

Packaged Server Parameters	Description	Module
TTS Mode ID	TTS Mode ID parameter identifies the default voice for use by the Play String and related tools when no specific mode id is specified. If the parameter is missing, then the TTS (Text-to-Speech) engine itself will choose the default. A customer would change it if they preferred to use a different voice by default. You should not change this value unless you know what you are doing or if you are instructed to do so by support.	TTS
Unified Messaging	This server parameter is set to 1 during the IC Server installation if one of the unified messaging options was selected (such as MS Exchange or Lotus Notes). In this case, Interaction Administrator can configure all user, workgroup, etc. mailboxes. If neither unified messaging option was selected during installation, this server parameter is set to zero. In this case, Interaction Administrator will not attempt to connect to the Exchange or Domino server, and the Mailboxes dialogs will not work for users, workgroups, and so on.	Mail
Use Network Echo	The Interaction Client's Listen feature allows authorized users to listen to agent calls. Normally, the listener can hear both the agent and the external caller via telephone sidetone. In some cases, the listener may be able to hear the agent but not the external party. If this happens, change the value of Use Network Echo to 1, which dynamically tells IC to use the echo from the network to listen to the remote party.	Telephony Services

Packaged Server Parameters	Description	Module
Vendor Support	<p>Specifies the kind of telephony resources available to TsServer on the IC Server. The default value is Dialogic, which is exclusive of the other values. In this case, the IC Server is using Dialogic line and voice resources.</p> <p>If this IC Server uses Aculab resources, one or more Aculab values could appear separated by a comma (,), semi-colon (;), colon (:) or space. Examples of Aculab values are:</p> <p>Aculabline -</p> <p>Aculabvoice -</p> <p>Use two or more of these Aculab values to indicate the resources in your server.</p> <p>In the case of the Vertical Networks InstantOffice product, this server parameter value should be vntapi.</p>	Telephony Services
Work Path	<p>Specifies the location of a working directory used by the fax and voice mail subsystems to store intermediate copies of faxes and voice mail.</p>	System

Optional Server Parameters

The following general server parameters are optional:

Optional Server Parameters	Description	Module
Calling Party Name	<p>This server parameter is a string that can be sent via ISDN to the recipient of a call.</p> <p>When an outbound call is placed, the recipient of the call will see the value as the caller ID if they have an ISDN line and a caller ID phone. For analogue (residential) recipients, that info is (sometimes) sent as the name for callerid.</p>	Tele. Services
Confirm Station Connection	<p>Enabling this sever parameter sends an <code>eCallEvent_StationConnectionConfirmation</code> event that can be intercepted and handled by the <code>ConfirmStationConnection</code> initiator, and <code>StationConnectionConfirmation</code> tool step. This allows the User to intercept a remote client connection call and change the behavior via a handler.</p> <p>Valid values are: <code>true</code>, <code>yes</code>, <code>false</code>, and <code>no</code>.</p>	Tele. Services
DialByNameExtensionLength	<p>Defines how many characters can be used in searching a party by last name.</p> <p>Companies with large directories can extend the default search character 3, to 4 or 5 digits, narrowing the search results.</p>	Handlers-IC

Optional Server Parameters	Description	Module
External Pick Access Codes	(Value = a list of any strings, separated by a semicolon, that will be used as a pin numbers. Non-digit strings are converted to their key pad equivalent so it can be compared to the digits entered by the caller) - If this attribute is set, then external callers must enter this pin number to pickup a call on the server from their outside call. External callers can pickup held, parked or alerting calls from an external call. This feature would be used in a scenario where a user can use a cell phone to pickup a call on the server. Like if you were in a meeting and Sarah came and said she parked a call on your queue. You dial into the server on your cell phone and pickup the call.	System
IcRenderServerHost	After you run the IC Render Server setup, create a server parameter with the name <code>IcRenderServerHost</code> and type the name of the computer running the IC Render Server.	Fax Server

Optional Server Parameters	Description	Module
Message Light	<p>Handlers may send Message Light Notifications on systems that have Caller ID phones or ADSI phones that have a message light for new voicemail messages. The standard value for this parameter is Yes, but any text of length greater than zero is valid. Handlers will not set any notifications to turn message lights on and off if the parameter is not set.</p> <p>This parameter is used by handlers as a flag for sending Message Light Notifications on systems that have Caller ID phones or ADSI phones that have a message light for new voice mail messages.</p> <p>In Cisco TAPI configurations, this parameter is created during installation. If you do not want to use the Message Waiting Indicator feature, remove this parameter. Note: Changing the value to "0" or "No" will not turn off the message waiting light in a TAPI configuration. The parameter must be deleted.</p>	Tele. Services
Seize Deactivated Lines	<p>This parameter applies to analog lines.</p> <p>When present and set to a value of "true" or "yes" (Note this is not case sensitive.), this server parameter causes TS to set analog lines that are not configured as active in Interaction Administrator to the off hook state. This causes inbound calls on those lines to receive a busy signal.</p>	

Optional Server Parameters	Description	Module
Single-Sided Monitor	<p>This parameter allows you to listen to both sides of a monitored call. The default 0 allows you to hear both sides.</p> <p>If the server parameter is set to 1, monitoring will only hear one side of the call. You might want to do this if you are short on conference resources, but in general, this should not be used.</p>	Tele. Services
Split E-1 Support	<p>A value of 1 tells TS to turn on Split E-1 support. You can then choose the type of support in the T-1 Line Configuration dialog when creating a new line.</p> <p>Your choices will include:</p> <ul style="list-style-type: none"> <Not Split> E & M FXS Loopstart 	Tele. Services
Split T-1 Support	<p>A value of 1 tells TS to turn on Split T-1 support. You can then choose the type of support in the T-1 Line Configuration dialog when creating a new line.</p> <p>Your choices will include:</p> <ul style="list-style-type: none"> <Not Split> E & M FXS Loopstart 	Tele. Services
Station Pickup User Validation	<p>(Value = Yes) - If this attribute is set, users must enter their extension and password to pickup calls on a queue other than their own. Users only have access to the queues configured for the user as Modify Queue rights. This parameter requires that the user identify themselves if they are dialing from a phone that they are not logged into.</p>	System

Optional Server Parameters	Description	Module
Stutter Tone	If you create this server parameter and give it any non-null value, you will hear a stutter-tone if your inbox contains unheard voicemails. If you want to change the tone, it can be edited in System_StationOffHook.	System
UM Query Limit	This parameter limits the number of messages enumerated in the mail folder by the Open Folder Mail Tool. If a value is given, it overrides other e-mail settings and is the maximum number of e-mails listed. If the value is set to zero, it will return all messages.	System

Packaged Communité Server Parameters

The following packaged server parameters for Communité are required:

Packaged Server Parameter	Description	Module
LDAP Default Base	This is the Distinguished Name (DN) of the i3sicRoot object in LDAP. To locate this value, open ADSI edit and select the class object I3sicRoot. You will find the path to the I3sicRoot DN in the right pane. Example: CN=I3sicRoot,cn=schema,cn=configuration,dc=communité,dc=inin,dc=com	Communité Handlers

Packaged Server Parameter	Description	Module
LDAP Login Info	<p>This is the information needed for initiating LDAP sessions. The value is the schema administrator's DN, the default port number for the LDAP server and the authentication level, all separated by a semicolon.</p> <p>To locate this value, open ADSI edit and select the Domain NC container and then the Users container. Select the Schema Admin user, right-click and choose to view Both Properties. Select Distinguished Name to see the schema administrator's DN. Enter 389 and 0 for the default LDAP server port number and 0 for the authentication level.</p> <p>Example: CN=ComAdmin,CN=Users,DC=Exit,DC=com;389;0</p>	Communité Handlers
LDAP Network User Root	<p>This should point to the root of the network users in LDAP.</p> <p>Example: CN=Users,DC=Exit,DC=com</p>	Communité Handlers
LDAP Query Parameters	<p>This is the LDAP search scope, the timeout and the record set size limit in a list separated by semi-colons.</p> <p>Example: 2;10;100</p>	Communité Handlers
LDAP Server	<p>This parameter displays the name(s) of your Active Directory server(s) that you entered during the Communité Server installation. There are two dialog boxes where you are prompted for information about your Active Directory Server.</p> <p>Example: Buzz1 Buzz2 Buzz3</p>	Communité Handlers

Packaged Server Parameter	Description	Module
System Error Operator Number	<p>This parameter is used in the event of an LDAP lookup failure when the Communité server answers a call. In this situation, the call is sent to the auto-attendant menu, but the system doesn't know where to send Operator calls because this information, which is stored in LDAP, can't be accessed at the time.</p> <p>The number you specify will be used if a caller selects 0 for an operator in the auto-attendant menu. It should correspond to the pilot number on the PBX that will route calls to the appropriate parties.</p> <p>Example: 1000</p>	Communité Handlers

Optional Communité Server Parameters

The following Communité server parameters are optional:

Packaged Server Parameter	Description	Module
Auto Attendant No Fax	<p>Option 6 in the Auto Attendant menu is for fax and will be on by default if this Server Parameter is not present in IA. If this parameter is set to true, the fax option is off. If the value is set to false, the option is on. You may use Yes, Y, T, True or 1 to indicate a True value. False is indicated if the attribute is not set or with a value of No, N, F, False, or 0.</p> <p>Example: True</p>	Communité Handlers

Packaged Server Parameter	Description	Module
External Fax Server	<p>Contains information the handler needs to direct faxes to an external server. This is frequently used in TAPI environments and makes use of the TCI/IP tools. This parameter uses a semi-colon (;) to delimit information.</p> <p>External fax host – the DNS or IP address of the external fax server.</p> <p>Listing TCP Port – TCP port the external fax will be listening on in order to receive incoming fax messages.</p> <p>Temporary directory on external fax – The work directory on the external fax server. A UNC path might be \\host name\common\work.</p> <p>Example: Faxserver;8887;\\faxserver\common\work</p>	Communit� handlers
Fax Format	<p>This value is used when you want the format of your faxes to be saved as .tif files instead of i3f files.</p> <p>Example: tif or tiff</p>	Communit� Handlers
Follow Me Use Call Analysis	<p>The default is Yes.</p> <p>If call analysis is set to "no" then follow-me calls will begin prompt playback as soon as the telephone network changes the call state to "connected." Setting call analysis to "no" implicitly turns off answering machine detection.</p> <p>If call analysis is set to "yes" then follow-me calls will begin prompt playback as soon as the system detects voice audio at the remote end (i.e. "hello").</p> <p>Example: Yes</p>	Communit� Handlers

Packaged Server Parameter	Description	Module
Follow Me Use Answering Machine Detection	<p>The default is No.</p> <p>If answering machine detection is set to "no" the system does not try to detect an answering machine. In this mode, it is desirable to have shorter timeouts on the follow-me numbers so the system does not wait a long time at an answering machine prompt before moving to the next follow-me entry in the follow-me list.</p> <p>If answering machine detection is set to "yes" then call analysis is implicitly set to "yes." This mode of operation tries to determine if the remote end is an answering machine through a sophisticated call analysis algorithm. The main component of the algorithm is weighted to the length of the remote greeting. For example, the greeting "hello" has a very high probability of being detected as not an answering machine due to its short length and high inflection on the first syllable. Conversely, the greeting "You have reached the Smith residence. At the tone, please leave a message" would have a very high probability of being detected as an answering machine due to the long length of the prompt, and the lack of a strong inflection on the first syllable.</p>	Communauté Handlers

Packaged Server Parameter	Description	Module
Global Remote Message Limit	<p>This value is used when a mailbox is opened from the TUI to limit the number of messages retrieved. This is a global setting per server for all users. This value must be an Integer string value. The value must be greater than or equal to zero. Value defaults to 1000 if parameter is not set, or if it is set to an invalid or non-numeric string. Setting the value to "0" signifies no upper limit (all messages are retrieved).</p> <p>Example: 500</p> <p>Note: You might reduce this value if users are keeping too many messages in their mailboxes, resulting in degraded performance of the auto-attendant.</p>	Communité Handlers
Main Menu Prompt Flag	<p>If this parameter is enabled and an Organization Greeting does not exist, the generic greeting (Main Menu prompt) is played prior to the Auto Attendant options. You may use Yes, Y, T, True or 1 to indicate a True value. False is indicated with a value of No, N, F, False, or 0.</p> <p>Example: Yes</p>	Communité Handlers
Message Light	<p>This parameter should be set only if message light events are to be generated. You may use Yes, Y, T, True or 1 to indicate a True value. False is indicated with a value of No, N, F, False, or 0.</p> <p>Example: Yes</p>	Communité Handlers
Mail Voice Message Prefix	<p>This parameter allows you to override the default text string that gets appended to voice mails from Communité. If empty or not present, it defaults to Communité Voice Mail:</p> <p>Example: Better Bee Voice Mail:</p>	Communité Handlers

Packaged Server Parameter	Description	Module
Mail Fax Message Prefix	This parameter allows you to override the default text string that gets appended to faxes from Communité. If empty or not present, it defaults to Communité Fax: Example: Better Bee Fax:	Communité Handlers
Name and Greeting Prompts	This parameter is used when an organization and its users are using more than a single server to store organization greetings, user name prompts, and user greetings. This allows all servers in the cluster to share a single resource for user and organization audio files. The value of the Name and Greeting Prompts server parameter should be in the form of a UNC path or IP address which points to the central storage location. If this parameter is not set, all organization greetings, user name prompts and user greetings are saved under the Resource Path (Resource Path is a server parameter set at install time). If the parameter is set after users have recorded prompts, they have to be moved manually to the new location. Example: \\Communité\Acme\	Communité Handlers
Remote Voicemail Secure Number Login	If set, this enables users to log into their remote voicemail menu by pressing only 99 at the main or user menu. You may use Yes, Y, T, True or 1 to indicate a True value. False is indicated with a value of No, N, F, False, or 0. Example: Yes	Communité Handlers
SMDI Port	This should be the same as what is defined as the SMDI connection name in Interaction Administrator. Example: DMS100	Communité Handlers

Packaged Server Parameter	Description	Module
ServersInFarm	Specifies the names of the Communité servers used in an N + 1 environment. This parameter is only used when you have multiple Communité servers in an enterprise environment. Use a comma to separate each server name.	Communité Handlers
SMDI Server	The NETBIOS name of the computer where the physical RS-232 cable is plugged into. This parameter must be added if you want SMDI messages to work.	Communité Handlers
VPIM Parameters	Contains login information that a handler needs to send a VPIM message. This parameter uses a semi-colon (;) to delimit information. Example: <default VPIM from address>;<VPIM host>;[user name];[password]	Communité Handlers

E-mail Server Parameters

The optional server parameters for e-mail related features change the default behavior of the e-mail tools and the way Communité interfaces with the e-mail server program (for example, Exchange Server) on the network. If the server parameter is not set (that is, it does not appear in the Server Parameters container in Interaction Administrator), the default values are in effect for each condition.

The optional e-mail server parameters include:

E-mail Server Parameters	Description	Module
Mail CPR Interval	An integer value (number of seconds) which controls how often the IC self-check program runs to verify the IC's connection to the Exchange Server. If the connection has been broken, the IC attempts to reestablish the connection. The default value is 300 seconds (five minutes).	Mail

E-mail Server Parameters	Description	Module
Mail Retry Limit	By default the IC e-mail server will attempt to transmit a message a maximum of two times before deciding that there is something wrong with the message itself and moving it to the MAIL\NORETRY directory. The e-mail server will never attempt the second transmission on a message whose first transmission failed until after some other message has been successfully transmitted. Therefore, it is somewhat unlikely, but not impossible, that a transient condition such as network problems would cause an otherwise perfectly valid message transmission to fail twice. However, this parameter may be used to specify some other limit on the number of times that a failed transmission will be retried.	Mail
Mail Root	Specifies the path to the directory where outbound messages are stored prior to transmission to the messaging system. By default the IC e-mail server uses a subdirectory named "MAIL" in the main IC Server directory, but this parameter may be used to move it elsewhere. In particular, if a UNC path is used, the directory may be located on a machine other than the one hosting the main IC Server.	Mail
Mail Session Timeout	The number of seconds (the default is 15) that the mail server will wait while attempting to open a folder, if it is unable to connect with the mail system.	Mail
Mail Temp Directory	Specifies the path to a temporary directory where attachments to e-mail messages reside. This parameter is referenced by the Attachment Directory parameter in the Open Message tool. The value of this parameter is an explicit path. The default value is the system TEMP directory.	Mail

E-mail Server Parameters	Description	Module
Monitored Mailbox #x	The Incoming Mail initiator requires this server parameter to know which mail boxes to monitor for incoming mail. Mail boxes are identified by a pound sign followed by an integer between 1 and a configurable limit determined in the Monitored Mailbox Limit parameter (see below). The value of each Monitored Mailbox server parameter must be a local, unambiguous e-mail address (for example, EX:/o=I3/ou=I3-Home/cn=Recipient/cn=DonB for Exchange, or NOTES:CN=Scott Stevens/OU=Indy/O=Inter-Intelli for Domino).	Mail
Monitored Mailbox Limit	By default the IC e-mail server attempts to read server parameters named "Monitored Mailbox #1" through "Monitored Mailbox #15". If more than sixteen mailboxes (including the one belonging to the IC account itself) need to be monitored for incoming mail, this server parameter must be defined with an integer value sufficiently high to give each monitored mailbox a unique number.	Mail
Save Sent Mail	A boolean value (True or False) which controls whether each mail message sent by the IC is copied to the "Sent Items" folder on the server. This behavior is set to False (messages are not copied) by default since it requires significant disk space.	Mail
Unaddressed Mail Recipient	Specifies the unambiguous e-mail address of a recipient to receive e-mail if the "To" field in the Send E-mail tool step is blank. (for example, EX:/o=I3/ou=I3-Home/cn=Recipient/cn=DonB for Exchange, or NOTES:CN=Scott Stevens/OU=Indy/O=Inter-Intelli for Domino.)	Mail

ISDN Display Server Parameters

The optional ISDN display server parameters are available if you are unable to use the "Calling Party Name". Do not use these unless you are instructed to do so by a support representative.

The optional ISDN display server parameters include:

Display Server Parameters	Description	Module
ISDN Display Associated Information	Can have values of "Requested" "Included" <ignored> (all other values)	Telephony Services
ISDN Display Format	Which can have values of "Q.931" "Nortel" <ignored>	Telephony Services
ISDN Display Type	Can have values of "Calling Party Name" "Connected Party Name" "Original Called Party Name" <ignored>	Telephony Services
ISDN Display Value	The character string value that will be displayed to the recipient of the call.	Telephony Services

Text To Speech Server Parameters

The optional server parameters for the IC's Telephony tools for text-to-speech (TTS) conversion can change the default behavior of the TTS tools and the way IC interfaces with the TTS engine on the IC Server. If the server parameter is not set (that is, it does not appear in the Server Parameters container in Interaction Administrator), the default values are in effect for each condition.

The most common optional TTS server parameters are listed in the following table. Other server parameters can be set as needed, under the direction of qualified Interactive Intelligence technical support staff.

TTS Server Parameters	Description	Module
TTS Audio File Directory	Specifies the path to a .wav file created with the Record String tool if the path was not specified in the tool step. (For more information, see the Record String tool in Interaction Designer's online help.)	TTS
TTS Speech Pitch	An integer that specifies the number of hertz used to determine the voice pitch of the TTS engine reading a user's e-mail or other text.	TTS
TTS Speech Rate	An integer that specifies the rate (words per minute) at which the TTS engine reads a user's e-mail or other text.	TTS

Voice Mail Server Parameters

The optional voice mail server parameters are for file compression. These parameters include:

Voice Mail Server Parameters	Description	Module
Mail Audio Compression Format For Large Files	Specifies the compression format to use on files that are longer than the number of seconds specified in Mail Audio Compression Small File Threshold. See the Voice mail Compression Options document for more information.	Voice mail
Mail Audio Compression Format For Small Files	Specifies the type of compression to use for files shorter than (or equal to) the number of seconds that you specified in the Mail Audio Compression Small File Threshold server parameter. See the Voice mail Compression Options document for more information.	Voice mail
Mail Audio Compression	Specifies the names of one or more compression hosts. Since EIC distributes the number of	Voice mail

Voice Mail Server Parameters	Description	Module
Hosts	EicAudioFileCompressorU.exe threads evenly across the servers you specify, you might want to specify a single server twice if it has a higher processing capacity. See the Voice mail Compression Options document for more information.	
Mail Audio Compression Small File Threshold	Specifies the number of seconds to use when determining that a voice mail is a small file. See the Voice mail Compression Options document for more information.	Voice mail
Mail Temp Directory	Should be set to the UNC path to the \\hostname\eic\mail. See the Voice mail Compression Options document for more information.	Voice mail
Mail Transmit Queue Thread Count	Specifies the maximum number of threads EICMailSrv will spawn, and thus, the number of AudioFileCompressors running. See the Voice mail Compression Options document for more information.	Voice mail
Work UNC Path	EICAudioFileCompressor requires a UNC path to EIC's work directory. See the Voice mail Compression Options document for more information.	Voice mail

Aculab Server Parameters

The following server parameters support Aculab telephony hardware.
These optional server parameters include:

Aculab Server Parameters	Description	Module
Aculab Play Volume	Only create the "Aculab Play Volume" server parameter if play amplitude is unacceptable. You should only set this value under the	Tele. Services

Aculab Server Parameters	Description	Module
	<p>instruction of technical support. Changing this to a value outside of the normal supported range can cause adverse effects.</p> <p>The default value is -15, but some users find -10 works well. The valid range is from -5 to -24 (db).</p>	
Aculab Support	<p>Create this optional parameter with a value of 1 only if your IC Server includes Aculab telephony boards and you need to define T-1 or E-1 trunk interfaces to support robbed bit or R2 signaling protocols. Set this parameter to 0 to make the Aculab trunk interfaces and line configuration options disappear from Interaction Administrator.</p>	Tele. Services
AculabDestNumberingPlan	<p>Numbering Plan Valid Values:</p> <p>1 = NP_ISDN 3 = NP_DATA 4 = NP_TELEX 8 = NP_NATIONAL_STANDARD 9 = NP_PRIVATE</p>	Tele. Services
AculabDestNumberingType	<p>Give the ability to set what the CO calls the CALLED & CALLING NUMBERS IEs.</p> <p>Numbering Type Valid Values:</p> <p>0 = NT_UNKNOWN 1 = NT_INTERNATIONAL 2 = NT_NATIONAL 3 = NT_NETWORK_SPECIFIC 4 = NT_SUBSCRIBER_NUMBER 6 = NT_ABBREVIATED_NUMBER</p>	Tele. Services
AculabOrigNumber	Numbering Plan Valid Values:	Tele.

Aculab Server Parameters	Description	Module
ingPlan	1 = NP_ISDN 3 = NP_DATA 4 = NP_TELEX 8 = NP_NATIONAL_STANDARD 9 = NP_PRIVATE	Services
AculabOrigNumber ingType	Give the ability to set what the CO calls the CALLED & CALLING NUMBERS IEs. Numbering Type Valid Values: 0 = NT_UNKNOWN 1 = NT_INTERNATIONAL 2 = NT_NATIONAL 3 = NT_NETWORK_SPECIFIC 4 = NT_SUBSCRIBER_NUMBER 6 = NT_ABBREVIATED_NUMBER	Tele. Services
H100ClockMaster	This is the virtual port you wish to use to derive the H.100 clock. The valid range is 1...N. In order to calculate this port number, you must count all ports on all boards. The order of the boards is as they appear in the config.acu file. <u>Example:</u> There are three quad spans in the system. You want to derive the H.100 clock from the second span from the bottom on the second card (6), the first span from the bottom on the third card (9), or the fourth span from the bottom on the first card (4).	Tele. Services
H100ClockMaster Source	Defines where, physically, you wish to reference for the H.100 clock. Acceptable values include: Loop: Use the external trunk interface signal as a timing source. This is what most systems will use.	Tele. Services

Aculab Server Parameters	Description	Module
	<p>Internal: Use internal board oscillators as a timing source. Use this setting when no external clock source is available, such as when no trunks from the CO are connected to your EIC Server.</p> <p>None: All cards are slave. This would be used if there is another vendor's board present acting as a clock master source. In an Aculab-only installation, such as this release, you will not use this value.</p> <p>Note: If you fail to specify H100ClockMaster and H100ClockMasterSource then Telephony Services will default to deriving clocking for the H100 bus from the 1st board in the system and generate it internally.</p>	
H100ClockMaster Vendor	Valid values will be Aculab and Dialogic. Defaults to Aculab if the value is not present. This parameter temporarily has no affect.	Tele. Services
RemoteClientPersistentConnection	<p>By default, users running Interaction Client remotely are permanently connected to the IC Server. The "RemoteClientPersistentConnection" server parameter overrides this setting, even if an individual Interaction Client user changes this value in the Interaction Client.</p> <p>This server parameter should be set to "0" or "1". Zero ("0") means that the remote Interaction Client will not have a permanent connection, "1" means that it will. This will override any other configuration request (for example, from the Interaction Client itself). If the value is invalid, IC will ignore the value and use the default of "1".</p>	Tele. Services

Aculab Server Parameters	Description	Module
	Note: You should only create or change the value of this server parameter if instructed to do so by technical support.	

SIP Server Parameters

SIP Server Parameters	Description	Module
Force Message Button Login	Use to indicate whether the user id and password will be required at all times. By default, the user id and password are only required if the Interaction Client is not at an available status. Values: - No (default) - Yes	SIP
IP Managed Phone Shortcut	Used to give the main IVR to managed phones. Note: This number is typically an "*". You must configure your network to route calls to this number, that are generated by Managed phones, to the Interaction Center. Values: - none (default) - any number	SIP
IP Message Button	Used for voice mail retrieval over the IP phone when the message button is pressed. Note: You must configure voice mail button of the phone to call this number when it is pressed.	SIP

SIP Server Parameters	Description	Module
	Values: - none (default) - any number	
IP Voicemail Direct	Used to send calls directly to voicemail for unmanaged phones. Voicemail for managed phones is already handled. Note: You must configure your network to send calls, destined for voice mail, to this number. Values: - none (default) - any number	SIP
Message Light	TRUE activates message light logic in the Interaction Center. Values: - TRUE if this server parameter is present - Otherwise, FALSE	SIP
Message Light Persistent	TRUE will cause the message light on the phone to persistent in the on state while any unread voicemails exist. FALSE will cause the message light on the phone to turn off after the first unread voicemail is read. Values: - TRUE if this server parameter is present - Otherwise, FALSE	SIP

SIP Server Parameters	Description	Module
SIP Default Display String	<p>Used as the SIP display string in the FROM header when calls are made to persistent SIP managed stations and to any SIP managed station when the client MakeCall button is pressed. This string will show on the From field on the phone display.</p> <p>Values: Any string defaults to "Interaction Center".</p>	SIP

Message light

On Caller ID and ADSI telephones, you can set a message light to activate whenever a caller leaves a voice message. When the message is picked up, the light is automatically turned off.

To activate the message light:

1. In Interaction Administrator, under the server name, select the **Server Parameters** container. The servers parameters appear in the right window.
2. Press the **Insert** key.
3. Type **Message light** and click **OK**. The Parameters Configuration window appears.
4. In the **Parameters Value** box type **Yes** and click **OK**. The parameter is added to the right pane window.

To de-activate the message light, remove the parameter:

1. In Interaction Administrator, under the server name, select the **Server Parameters** container. The server parameters appear in the right window.
2. Select **Message light**.
3. Press the **Delete** key.

Chapter 4: Using the SMDI Lines Monitor Tool

This chapter contains the following topics:

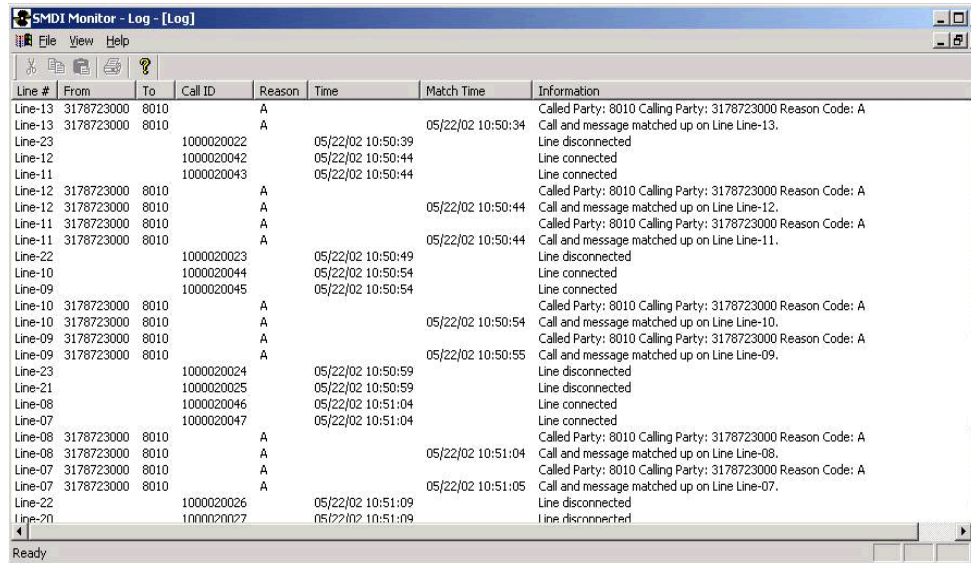
- Using the SMDI and Lines Monitor Tool

Using the SMDI and Lines Monitor Tool

The SMDI and Lines Monitor tool works much like the “Lines” page of the Interaction Client in CIC or EIC, displaying a list view of all provisioned lines in the system. Columns for SMDI information also exist as to make it make it easy to visually match-up calls and SMDI messages received.

Follow this procedure to launch this application:

1. Click Start and choose Run.
2. Type SMDIMonitorU. The SMDI Monitor displays.
3. To view past information about lines and SMDI traffic, click **View** and **Log**.

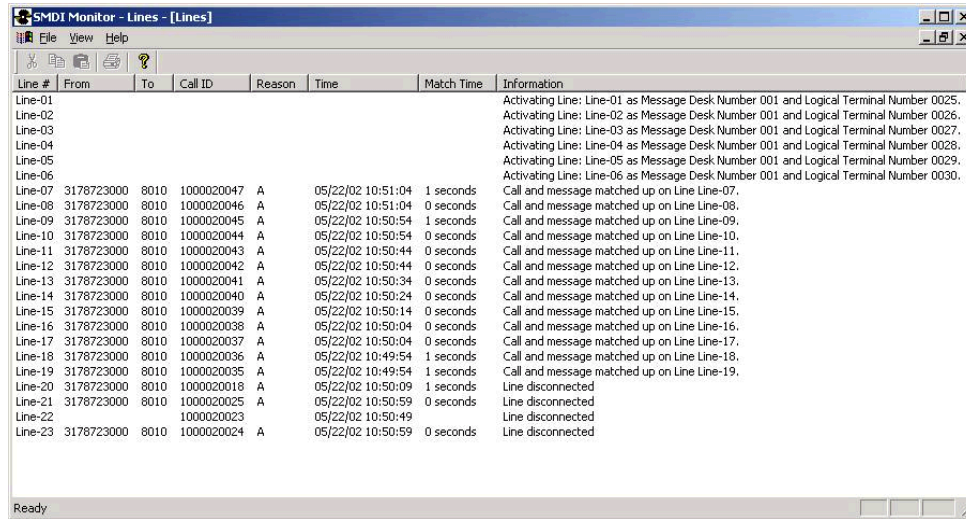


The screenshot shows the 'SMDI Monitor - Log' application window. It features a menu bar with 'File', 'View', and 'Help'. Below the menu is a toolbar with icons for file operations and a help icon. The main area contains a table with the following columns: Line #, From, To, Call ID, Reason, Time, Match Time, and Information. The table lists various call events, including calls to 8010, disconnections, and connections, with timestamps from 05/22/02 10:50:34 to 10:51:09. The status bar at the bottom indicates 'Ready'.

Line #	From	To	Call ID	Reason	Time	Match Time	Information
Line-13	3178723000	8010		A			Called Party: 8010 Calling Party: 3178723000 Reason Code: A
Line-13	3178723000	8010		A		05/22/02 10:50:34	Call and message matched up on Line Line-13.
Line-23			1000020022		05/22/02 10:50:39		Line disconnected
Line-12			1000020042		05/22/02 10:50:44		Line connected
Line-11			1000020043		05/22/02 10:50:44		Line connected
Line-12	3178723000	8010		A			Called Party: 8010 Calling Party: 3178723000 Reason Code: A
Line-12	3178723000	8010		A		05/22/02 10:50:44	Call and message matched up on Line Line-12.
Line-11	3178723000	8010		A			Called Party: 8010 Calling Party: 3178723000 Reason Code: A
Line-11	3178723000	8010		A		05/22/02 10:50:44	Call and message matched up on Line Line-11.
Line-22			1000020023		05/22/02 10:50:49		Line disconnected
Line-10			1000020044		05/22/02 10:50:54		Line connected
Line-09			1000020045		05/22/02 10:50:54		Line connected
Line-10	3178723000	8010		A			Called Party: 8010 Calling Party: 3178723000 Reason Code: A
Line-10	3178723000	8010		A		05/22/02 10:50:54	Call and message matched up on Line Line-10.
Line-09	3178723000	8010		A			Called Party: 8010 Calling Party: 3178723000 Reason Code: A
Line-09	3178723000	8010		A		05/22/02 10:50:55	Call and message matched up on Line Line-09.
Line-23			1000020024		05/22/02 10:50:59		Line disconnected
Line-21			1000020025		05/22/02 10:50:59		Line disconnected
Line-08			1000020046		05/22/02 10:51:04		Line connected
Line-07			1000020047		05/22/02 10:51:04		Line connected
Line-08	3178723000	8010		A			Called Party: 8010 Calling Party: 3178723000 Reason Code: A
Line-08	3178723000	8010		A		05/22/02 10:51:04	Call and message matched up on Line Line-08.
Line-07	3178723000	8010		A			Called Party: 8010 Calling Party: 3178723000 Reason Code: A
Line-07	3178723000	8010		A		05/22/02 10:51:05	Call and message matched up on Line Line-07.
Line-22			1000020026		05/22/02 10:51:09		Line disconnected
Line-20			1000020027		05/22/02 10:51:09		Line disconnected

The SMDI Monitor – Log screen displays past information about calls and SMDI traffic.

4. To view “live” data about lines and SMDI traffic, click **View** and **Lines**.



The screenshot shows the 'SMDI Monitor - Lines' application window. It contains a table with the following columns: Line #, From, To, Call ID, Reason, Time, Match Time, and Information. The table lists 23 lines of data, showing call details and SMDI traffic matching for various lines. The status bar at the bottom indicates 'Ready'.

Line #	From	To	Call ID	Reason	Time	Match Time	Information
Line-01							Activating Line: Line-01 as Message Desk Number 001 and Logical Terminal Number 0025.
Line-02							Activating Line: Line-02 as Message Desk Number 001 and Logical Terminal Number 0026.
Line-03							Activating Line: Line-03 as Message Desk Number 001 and Logical Terminal Number 0027.
Line-04							Activating Line: Line-04 as Message Desk Number 001 and Logical Terminal Number 0028.
Line-05							Activating Line: Line-05 as Message Desk Number 001 and Logical Terminal Number 0029.
Line-06							Activating Line: Line-06 as Message Desk Number 001 and Logical Terminal Number 0030.
Line-07	3178723000	8010	1000020047	A	05/22/02 10:51:04	1 seconds	Call and message matched up on Line Line-07.
Line-08	3178723000	8010	1000020046	A	05/22/02 10:51:04	0 seconds	Call and message matched up on Line Line-08.
Line-09	3178723000	8010	1000020045	A	05/22/02 10:50:54	1 seconds	Call and message matched up on Line Line-09.
Line-10	3178723000	8010	1000020044	A	05/22/02 10:50:54	0 seconds	Call and message matched up on Line Line-10.
Line-11	3178723000	8010	1000020043	A	05/22/02 10:50:44	0 seconds	Call and message matched up on Line Line-11.
Line-12	3178723000	8010	1000020042	A	05/22/02 10:50:44	0 seconds	Call and message matched up on Line Line-12.
Line-13	3178723000	8010	1000020041	A	05/22/02 10:50:34	0 seconds	Call and message matched up on Line Line-13.
Line-14	3178723000	8010	1000020040	A	05/22/02 10:50:24	0 seconds	Call and message matched up on Line Line-14.
Line-15	3178723000	8010	1000020039	A	05/22/02 10:50:14	0 seconds	Call and message matched up on Line Line-15.
Line-16	3178723000	8010	1000020038	A	05/22/02 10:50:04	0 seconds	Call and message matched up on Line Line-16.
Line-17	3178723000	8010	1000020037	A	05/22/02 10:50:04	0 seconds	Call and message matched up on Line Line-17.
Line-18	3178723000	8010	1000020036	A	05/22/02 10:49:54	1 seconds	Call and message matched up on Line Line-18.
Line-19	3178723000	8010	1000020035	A	05/22/02 10:49:54	1 seconds	Call and message matched up on Line Line-19.
Line-20	3178723000	8010	1000020018	A	05/22/02 10:50:09	1 seconds	Line disconnected
Line-21	3178723000	8010	1000020025	A	05/22/02 10:50:59	0 seconds	Line disconnected
Line-22			1000020023		05/22/02 10:50:49		Line disconnected
Line-23	3178723000	8010	1000020024	A	05/22/02 10:50:59	0 seconds	Line disconnected

The SMDI Monitor – Lines screen displays past information about calls and SMDI traffic.

Note

To clear the log, click **View** and **Clear Log**.

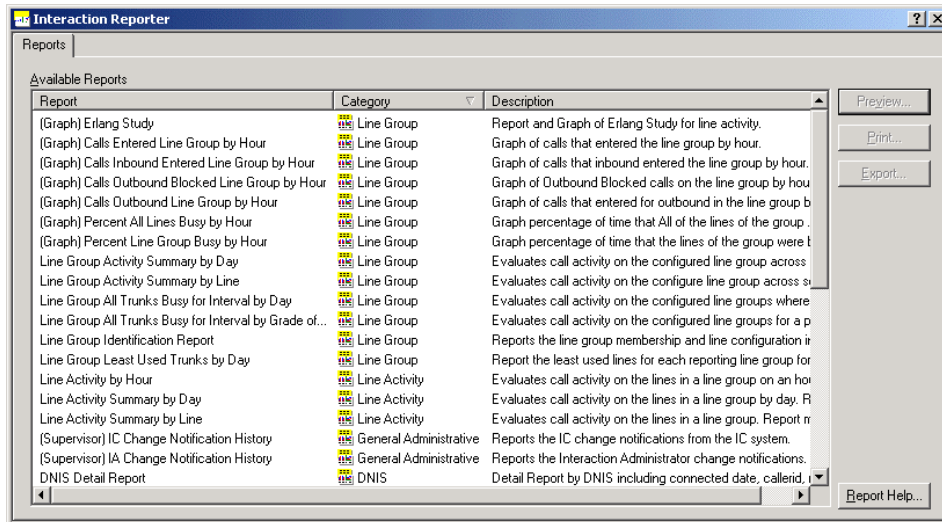
Chapter 5: Running Reports

This chapter contains the following topics:

- Running Community Reports

Running Communit  Reports

If you have installed Communit  reporting, you can open the Report Viewer by clicking on **Interaction Reporter** located on your Start menu. **Interaction Reporter** opens the Communit  reports window.



The types of reports you can generate depend on the access rights set up for you by your system administrator.

The following section describes the different items appearing on the Reports tab.

- Available Reports list**
 Lists the reports you can run and a brief description of each report.
- Preview button**
 Runs the report and opens it in the online report viewer. You can print the report from the online report viewer.
- Print button**
 Runs the report and outputs it to a printer of your choice.

- **Export button**
Runs the report and converts the report data to a format usable by other applications. Some of these formats are Microsoft Word and Excel, ODBC compatible data, different text formats, and HTML. The destination of the export can be a disk drive, a MAPI email message, or an Exchange folder.
- **Report Help button**
Runs the report online help.

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